



**Exam Code:** 920-181

**Exam Name:** CallPilot Rls.5.0 Engineering.

**Vendor:** Nortel

**Version:** DEMO

## Part: A

1: A customer is setting up CallPilot messaging and wants the system to be as secure as possible. Which two statements about CallPilot are true? (Choose two.)

- A.CallPilot supports encryption and authentication for communications with the CallPilot server.
- B.The CallPilot administrator configures the mail boxes to restrict the PC playback of messages.
- C.CallPilot desktop messaging could be configured to send SNMP traps to Network Management Systems (NMS).
- D.CallPilot uses the Audio Messaging Interchange Specification (AMIS) protocol to work with other voice messaging systems through the Internet.

**Correct Answers: A B**

2: The CallPilot Alternate User Interface (AUI) provides users an alternative choice to the standard CallPilot telephone set interface. Which two statements are true regarding the AUI? (Choose two.)

- A.Quick reference cards are available to train users.
- B.AUI Alternate Command interface have the full set of the CallPilot functions.
- C.AUI Alternate Command interface must be enabled for all users on the CallPilot.
- D.AUI helps minimize the re-training of the users who are experienced with other manufactures' telephone set interfaces.

**Correct Answers: A D**

3: A customer is considering using Voice Forms to handle customer responses to surveys. Which two are true about the Voice Forms feature? (Choose two.)

- A.The feature requires a keycode.
- B.The feature does not require a keycode.
- C.The feature requires Speech Recognition Channels.
- D.The feature is an application within Application Builder.

**Correct Answers: A D**

4: CallPilot provides many advantages for messaging that potential customers may want to consider. Which two statements are true regarding CallPilot Unified Messaging? (Choose two.)

- A.Unified messaging is installed on the customers email server.
- B.Messaging must be downloaded and accessed only when connected to the network.
- C.The computer's speaker and microphone or a telephone set can be used to play and record offline.
- D.Unified Messaging provides a single interface to access and manage voice, fax, and email messaging.

**Correct Answers: C D**

5: CallPilot Email-by-Phone users can listen to email messages over the telephone. Which speech command is used by the end user to do this?

- A.change list
- B.play messages

- C.return to speech
- D.remote notification

**Correct Answers: A**

6: A company wants to create a unified image in the customized voice applications across all their CallPilot systems. Which two statements are correct about Application Builder? (Choose two.)

- A.Through dial services cannot be customized.
- B.Customized voice items can be reused in multiple applications.
- C.Customized voice items can be imported in WAV and VBK formats.
- D.Customized voice items can be imported in WAV and MPEG formats.

**Correct Answers: B C**

7: A hospital wants to provide voice mailboxes to every nurse and doctor. However, most of these workers share a common Directory Number (DN) with many co-workers, since they move in and out of rooms throughout the day. What is the maximum number of mailboxes that can be associated with a single DN?

- A.7
- B.8
- C.9
- D.10

**Correct Answers: C**

8: The customer has a large sales force and wants to provide Speech Recognition for their traveling employees. Which two CallPilot features need to be considered when engineering the Speech Recognition Channels? (Choose two.)

- A.Outcalling
- B.Email-by-Phone
- C.Fax on Demand
- D.Speech Activated Messaging (SAM)

**Correct Answers: B D**

9: Which two options are available to My CallPilot users in CallPilot Rls. 5.0? (Choose two.)

- A.change personal voice greetings
- B.change personal distribution lists
- C.change Auto Login Directory Number (DN)
- D.change Message Waiting Indicators (MWI) DN

**Correct Answers: A B**

10: CallPilot uses Multimedia Processing Units (MPU) as an engineering guide to support three type of channels. A customer is planning for 24 voice channels, two fax channels and four speech recognition channels. Which two statements are true? (Choose two.)

- A.You need four MPUs for fax channels.
- B.You need 16 MPUs for speech recognition channels.
- C.You need eight MPUs for speech recognition channels.

D.The Multimedia Processing Board (MPB) provides 16 MPUs.

**Correct Answers: A B**