



Exam Code: 920-192

Exam Name: ncads-business communications manager

50(bcm50)rls.1.0

Vendor: Nortel

Version: DEMO

Part: A

1: Your customer has a few small sites. They want all of their voice mail to be on a central site. What will satisfy these requirements?

- A. Centralized Voice Mail
- B. Voice Mail Redirect (VMR)
- C. Customer Call Routing (CCR)
- D. Voice Profile for Internet Messaging (VPIM)

Correct Answers: A

2: Your customer wants to look at the activity of the trunks on the Nortel BCM50 in real time. Which software will do this?

- A. trunk viewer
- B. alpha tagging
- C. BCM monitor
- D. the BCM50 does not have this ability

Correct Answers: C

3: Your customer wants incoming calls to come up with the system speed dial names. Which advanced software feature will do this?

- A. alpha tagging
- B. call detail recording
- C. advanced speed dial
- D. The Nortel BCM50 does not have this ability

Correct Answers: A

4: Which two applications on the Nortel BCM50 require a keycode? (Choose two.)

- A. LAN CTE
- B. call center
- C. hunt groups
- D. auto attendant

Correct Answers: A B

5: A customer requests information on how many queues the Nortel BCM50 with basic call center can have. What do you tell the customer?

- A. one
- B. two
- C. four
- D. eight

Correct Answers: B

6: You have a customer using a Communication Server (CS) 1000 system at their main office. They have several branch locations with 6 to 30 people at each location. They do not want to use a PRI at each site because of cost. However, they do want the features of MCDN. Which solution

should you provide the customer?

- A.The Nortel BCM50 can only use MCDN on a PRI.
- B.The Nortel BCM50 can use MCDN over a VoIP H.323 trunk.
- C.The Nortel BCM50 can only use MCDN on a PRI and cannot be used.
- D.The Nortel BCM50 with a VoIP trunk has similar features and will resolve this issue.

Correct Answers: B

7: Your customer requires VoIP trunks. Which statement is true?

- A.The Nortel BCM50 can support a maximum of 5 VoIP trunks.
- B.The Nortel BCM50 can support a maximum of 10 VoIP trunks.
- C.The Nortel BCM50 can support a maximum of 12 VoIP trunks.
- D.The Nortel BCM50 can support a maximum of 20 VoIP trunks.

Correct Answers: C

8: A customer requests information on how many VPN tunnels the Nortel BCM50 can support. What do you tell the customer?

- A.one
- B.two
- C.five
- D.eight

Correct Answers: C

9: A customer requires a call center with 18 agents, but only needs 5 agents to be active at any given time. Which statement is true?

- A.The Nortel BCM50 with basic call center can support 20 agents with 15 active at once and would satisfy the customer's requirements.
- B.The Nortel BCM50 with basic call center can support 25 agents with 5 active at once and would satisfy the customer's requirements.
- C.The Nortel BCM50 with basic call center can support 20 agents with 10 active at once and would satisfy the customer's requirements.
- D.The Nortel BCM50 with basic call center can support 50 agents with 25 active at once and would satisfy the customer's requirements.

Correct Answers: C

10: The Nortel BCM50 was designed to meet which three customer requirements? (Choose three.)

- A.VoIP networks
- B.VoIP-based solutions
- C.integrated applications
- D.high speed (DS3) Internet access
- E.website appliance with VoIP capability

Correct Answers: A B C

11: You are in the process of selling a Nortel BCM50. Which two are compelling reasons for choosing the Nortel BCM50? (Choose two.)

- A.cost savings
- B.internet access
- C.Interactive Voice Response (IVR)
- D.all-in-one Windows-based network appliance

Correct Answers: A B

12: Which two requirements match up with the Nortel BCM50? (Choose two.)

- A.The need for 1000 lines.
- B.The need for increased productivity.
- C.The need for simplified administration.
- D.The need for an all-in-one Windows-based network appliance.

Correct Answers: B C

13: With which three requirements does the Nortel BCM50 match? (Choose three.)

- A.streamline costs
- B.increases revenue
- C.supports 1000 lines
- D.enterprise class PBX
- E.converges voice and data

Correct Answers: A B E

14: Alignment of the BCM50 with the Communication Server (CS) 1000 portfolio of VoIP Call Servers, guarantees a smooth migration path to pure IP solutions. Which three are benefits? (Choose three.)

- A.It allows the ability to migrate from VoATM to VoIP without hardware modification, enables businesses to design their networks in such a way to create economies of scale and reduce costs.
- B.Support for both VoIP and traditional circuit switched telephony, and TDM and IP station side telephony, allows the customer to migrate to IP at their own pace.
- C.Enhanced networking via MCDN over IP or ISDN, centralized applications, and the support of VPN and PPPoE, enables businesses to design their networks in such a way to create economies of scale and reduce costs.
- D.Support for configuration and installation through broadband access, dial up access and set based administration, ensures that the best tool for the job will always be available to meet the varied needs of support specialists and ensure partner profitability.

Correct Answers: B C D

15: While many vendors claim to offer IP optimized solutions, a closer look often discloses server capacity constraints or requirements for additional expensive hardware, to ensure capacity requirements can be met in a busy small site environment. With the Nortel BCM50, these capabilities are built in and ready to go through keycode enablement. How many IP stations and IP trunks can be supported with no additional hardware?

- A.16 IP stations and 2 IP trunks
- B.24 IP stations and 4 IP trunks

C.32 IP stations and 12 IP trunks

D.48 IP stations and 12 IP trunks

Correct Answers: C