Exam Code: 920-167

Exam Name: NCSS-Contact Center RIS.6.0 Application

Developer

Vendor: Nortel

Version: DEMO

Part: A

1: A customer has Contact Center Manager Server Rls. 6.0. Which commands are used to access the value of a wild variable?

A.Get Info

B.Assign To

C.Send Request

D.Readvar/Savevar

Correct Answers: D

2: Your customer uses Contact Center Manager Server Rls. 6.0 and wants to understand the effect on a call when a blind transfer occurs. The call variables change. What is the change?

A.The call variables are lost.

B.The call variables become invalid.

C.Two sets of call variable are generated.

D.The call variables of the original call are combined with the consultative call.

Correct Answers: D

3: A customer has a Communication Server (CS) 1000M Rls. 3.0 system that is running Contact Center Manager Server (CCMS) Rls. 6.0 and CallPilot Rls. 3.0. As part of CCMS-CallPilot integration, CallPilot agents (voice channels) must be configured on the CS 1000M. What is the correct configuration for CallPilot voice channels?

A.Key 0 of each channel must be configured as an AST set, while IAPG must be set to 0.

B.Keys 0 and 1 of each channel must be configured as an AST set, while IAPG must be set to 0.

C.Key 1 of each channel must be configured as an AST set, while IAPG must be set to 1 for each channel.

D.Keys 0 and 1 of each channel must be configured as an AST set, while IAPG must be set to 1 for each channel.

Correct Answers: B

4: A customer with a Contact Center Manager Server Rls. 6.0 is currently in the process of writing scripts using Contact Center Manager Administration Rls. 6.0. If the customer needs to check the syntax of some scripting commands in the Script Command Reference Panel, where can the syntax be found?

A.in the Script Editor

B.in the Script Wizard

C.in the Script Variable window

D.in the Script Reference window

Correct Answers: A

5: Your customer has a Contact Center Manager Server Rls. 6.0 and wants to "speak" back the numbers to the callers, after the customer has responded to a query for an ID number. What are the three script steps to do this? (Choose three)

A.END VOICE SESSION

B.OPEN VOICE SESSION 2299

C.COLLECT 7 DIGITS INTO vardigit_cv

D.PLAY PROMPT NUMBERBYDIGIT vardigit_cv

E.PLAY PROMPT VOICE SEGMENT enter_ID_number_v s

Correct Answers: C D E

6: A customer has Contact Center Manager Server Rls. 6.0 and Symposium TAPI Rls. 3.0 integrated together. Which type of variable in the SEND INFO command identifies when to send information to the designated TAPI server?

A.String call variable

B.Integer call variable

C.String global variable

D.Integer global variable

Correct Answers: A

7: A customer with a Contact Center Manager Server Rls. 6.0 wants to use EVENT HANDLER script command for handling emergency and failed conditions. Which script section shows the proper use of EVENT HANLDER script command?

A.EVENT HANDLER EVENT COLLECT DIGITS FAIL: LOG "Collect digits failed" WAIT 2 QUEUE TO SKILLSET backup_sk END HANDLER

B.EVENT HANDLER EVENT IVR RESPONSE FAIL: LOG "IVR failed" END HANDLER WAIT 2 QUEUE TO SKILLSET backup_sk

C.EVENT HANDLER EVENT IVR RESPONSE FAIL: LOG "IVR failed" WAIT 2 QUEUE TO SKILLSET backup_sk END HANDLER

D.IF EVENT HANDLER IVR RESPONSE FAILED = TRUE LOG "IVR failed" END HANDLER WAIT 2 QUEUE TO SKILLSET backup_sk

Correct Answers: B

8: A customer has Contact Center Manager Server Rls. 6.0. They want to use intrinsics. Decision-making in a script is based on four intrinsic sets. What are three of the sets? (Choose three.)

A.Call Intrinsics

B.Time Intrinsics

C.Skillset Intrinsics

D.Agent ID Intrinsics

E.Return Value Intrinsics

Correct Answers: A B C

9: A customer with a Contact Center Manager Server Rls. 6.0 wants to provide for the handling of emergency conditions. Assume that emergency_gv = variable type of BOOLEAN. Which script sequence can be used for handling emergency conditions?

A.IF emergency_gv = "1" THEN EXECUTE Emergency_treatment END IF

B.IF emergency_gv = YES THEN EXECUTE Emergency_treatment END IF

C.IF emergency_gv = "0" THEN EXECUTE Emergency_treatment END IF

D.IF emergency_gv = TRUE THEN EXECUTE Emergency_treatment END IF

Correct Answers: D

10: A customer has Contact Center Manager Server (CCMS) Rls. 6.0 with a Communication Server 1000 Rls. 4.0, and Meridian Mail 13. The customer wants to use the Access Link between Meridian Mail and the CCMS for advanced voice-processing functionality. How is the Access Directory Number (DN) defined in Meridian Mail?

A.The Controlled Directory Number (CDN) access queue is defined as Meridian Access service in the Voice Services DN table.

B.The Automatic Call Distribution Directory Number (ACD-DN) access queue is defined as Meridian Access service in the Voice Services DN table.

C.The ACD-DN access queue is defined as Voice Messaging in the Meridian Mail User Administration.

D.The ACD-DN access queue is defined as Meridian Access service in the Meridian Mail Channel Allocation Table.

Correct Answers: B