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# Q&A

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**Exam** : **920-173**

**Title** : Nortel Contact Center Rls. 7.0 Technical Support

**Version** : Demo

1. A Contact Center Manager Administration (CCMA) user is also a supervisor. You want to ensure that the supervisor automatically sees only his/her agents in the following:

Historical reports

Real-time displays

Contact Center Manager Server

How can this be done most effectively?

A. Configure a standard partition.

B. Configure a user-defined partition.

C. The supervisor will automatically see all of the agents.

D. Link the CCMA user to the supervisor in the reporting agents partition.

**Answer:** D

2. In a deployed Contact Center Rls. 7.0 network with several sites, which condition will occur if the Network Control Center (NCC) server experiences a hardware failure that drops the server from the network?

A. all call routing and call processing in the network will stop

B. calls are routed between sites but no network call-by-call data will be transferred to the NCC

C. calls will not be routed between sites in the network

D. the Contact Center Manager Servers at each site in the network will also fail

**Answer:** B

3. In Contact Center Manager Administration (CCMA) Rls. 7.0, which element can be configured on the Configuration component?

A. Global Settings

B. Users

C. Agents

D. Partitions

**Answer:** A

4. In Contact Center Manager Server (CCMS) Rls. 7.0, which set of options specifies how statistics are

treated in reports and real-time displays?

A. Activity codes

B. Call Presentation Class

C. Skillset Assignment

D. Threshold Class

**Answer:** D

5. While the Call Presentation option "After Call Break for N seconds" (break time) is in effect, which event can cancel the break time?

A. An agent is reserved for an NACD call by the switch.

B. An agent can put directory number calls on hold for incoming ACD calls.

C. A break time between calls has been allowed and the agent returns from walk away.

D. A break time between calls has been allowed and the agent releases an individual DN call.

E. A break time between calls has been allowed and the caller abandons the call when on an agent set.

**Answer:** A