

Exam : Nortel 920-164

**Title : NCSS-Contact Center
Manager RIs6.0 I & M**

Version : Demo

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1. When migrating Active Directory data, several factors will determine the length of time required to do it. Which three factors are relevant? (Choose three.)

- A. the speed of the network
- B. the proximity of the servers
- C. the speed of the computers
- D. the amount of Symposium data to be migrated
- E. the current release of Symposium Call Center Server

Answer: ACD

2. You have been asked to migrate a classic client environment to the Contact Center Manager Administration (CCMA) environment. The classic client data must be migrated to the CCMA during the upgrade process. Which data must be re-created, rather than migrated?

- A. assignments
- B. user defined reports
- C. user defined schedules
- D. custom real time displays

Answer: D

3. A customer has Contact Center Manager Server (CCMS) and wants to create a Platform Recovery Disk. Which CCMS utility should the customer use for creating a Platform Recovery Disk?

- A. Migration utility
- B. Database backup utility
- C. Registry Maintenance utility
- D. Server Setup Configuration utility

Answer: D

4. You have been asked to upgrade a Symposium Call Center Server (SCCS) RIs. 3.0 to Contact Center Manager Server (CCMS). Which path is supported?

- A. Migrate directly to CCMS.
- B. Migrate to SCCS RIs. 4.2, then to CCMS.
- C. Migrate to SCCS RIs. 5.0, then to CCMS.
- D. Migrate to SCCS RIs. 4.0, to 5.0, then to CCMS.

Answer: B

5. Your current configuration consists of Symposium Web Client RIs. 4.5 installed on a Windows 2000 server. Your target objective is to be using Contact Center Manager Administration (CCMA) on your new Windows 2003 server. Which two interim steps are appropriate prior to upgrading to CCMA? (Choose two.)

- A. Utilize the Active Directory Application Mode (ADAM) Migration Tool MSI for data transfer.
- B. Upgrade to CCMA, then migrate to the new server.

- C. Install CCMA on the Windows 2003 server and migrate the data.
- D. Upgrade to Windows 2003. Next, upgrade Symposium Web Client to CCMA.
- E. Migrate to the Windows 2003 server with Symposium Web Client RIs. 4.5 then upgrade to CCMA.

Answer: AE

6. Additional care must be taken to migrate filter sets containing routes during the migration process from Windows 2000 to Windows 2003. What is the reason for this?

- A. Filter sets are contained in partitions.
- B. Filter sets are contained in the Active Directory.
- C. Filter sets are not referenced in Active Directory.
- D. User created data will not migrate without special care.

Answer: C

7. A customer plans to install a Contact Center Manager Server (CCMS) on a Windows 2003 server. How should you partition C or D drive of the server to ensure a successful CCMS installation?

- A. partition D as the primary with pcAnywhere installed
- B. partition C as the primary with Windows 2003 installed
- C. partition C as the primary with Windows 2003 and pcAnywhere installed
- D. partition D as the Logical drive within Extended partition with CCMS and pcAnywhere installed

Answer: C

8. You have downloaded your service update from the Nortel web page. While attempting to unzip and install the service update, you receive a service error. What is the cause of this error?

- A. You are not logged in as IUSR_SWC administrator.
- B. Your login ID does not have RUN AS SERVICE permission.
- C. License Manager does not have a license for service updates.
- D. You are currently logged in under a different system administrator account than the login ID used during your last service update.

Answer: D

9. A customer has Contact Center Manager Administration (CCMA) installed on Windows 2003 server. Which Windows service is responsible for CCMA login functionality through the web browser?

- A. IIS
- B. DNS
- C. SMTP
- D. Terminal Services

Answer: A

10. A customer has begun installation of the Contact Center Manager (CCM) RIs. 6.0 software on a fully prepared Windows 2003 server. The pre-install check returns a warning on the hardware tab, however,

there is no specific information regarding the error. Where should the customer look to find information about the possible source of the problem?

- A. Windows Event Viewer
- B. Windows Device Manager
- C. Nortel technical support documentation
- D. the server manufacturer's hardware diagnostic disk

Answer: B

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