

**Exam Code:** 920-164

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

**Vendor:** Nortel

**Version:** DEMO

## **Part: A**

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

**Correct Answers: A C D**

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

**Correct Answers: 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

**Correct Answers: D**

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

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

**Correct Answers: B**

5: Your current configuration consists of Symposium Web Client Rls. 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 Rls. 4.5 then upgrade to CCMA.

**Correct Answers: A E**

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.

**Correct Answers: 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

**Correct Answers: 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.

**Correct Answers: 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

**Correct Answers: A**

10: A customer has begun installation of the Contact Center Manager (CCM) Rls. 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

**Correct Answers: B**

11: You have completed installation of Contact Center Manager Administration (CCMA). However, your customer is unable to schedule reports. What is the cause of this problem?

- A.CCMA local printer is unavailable.
- B.Network printers are not set up on the CCMA server.
- C.Network printers are not set up on the supervisor desktop.
- D.Network printers are not mapped to the supervisor desktop.

**Correct Answers: B**

12: A customer has Contact Center Manager Server (CCMS) and is installing Contact Center Manager Administration (CCMA) to operate on a Windows 2003 Server. Before installing CCMA, a decision must be made on the type of server the CCMA will be and how it will be configured within the customer's existing domain. What does Nortel recommend?

- A.a direct link to the DNS server
- B.a virtual directory on an existing web site
- C.a web site on the main customer web site
- D.the default web site on the application server

**Correct Answers: D**

13: You are attending a Contact Center Manager Server (CCMS) pre-installation meeting. The customer asks a question about the configuration of the server prior to the installation date. Which service must be installed on the server prior to performing the (CCMS) installation?

- A.Terminal Services
- B.Remote Access Services (RAS)
- C.Dynamic Host Configuration Protocol (DHCP)
- D.Simple Network Management Protocol (SNMP)

**Correct Answers: D**

14: A support technician has successfully installed Contact Center Manager Administration (CCMA) software on a Windows 2003 server, and the server has just restarted to complete the installation. The technician steps away from the server for a few moments. Upon returning, the technician logs into the server using the domain admin account. When the technician then visits the Nortel website to download and apply the latest service patches, they begin to fail. What is the cause of this problem?

- A.The server cannot access the Internet.
- B.The technician did not specify a licensing server.
- C.The service update software has not yet been installed.
- D.The technician logged into the server using the wrong user account.

**Correct Answers: C**

15: Several Service Update Supplements have been installed on the Contact Center Manager Server (CCMS). Update 1 was installed in January; update 2 was installed in June; and update 3 was installed in September. You need to uninstall update 2 prior to installing update 4. How do you proceed?

- A. Uninstall update 2, then install update 4.
- B. Install update 4, as it will contain all previous updates.
- C. Uninstall all updates, then reinstall the required updates 1, 3 and 4.
- D. Uninstall update 3, then 2. Re-install update 3, then install update 4.

**Correct Answers: D**