

920-164

Nortel

Contact Center Manager RIs6.0 I and M

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QUESTION 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: A,C,D

QUESTION 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

QUESTION 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

QUESTION 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?

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