

920-165

Nortel

Contact Center Ris.6.0

OfficialCerts.com is a reputable IT certification examination guide, study guides and audio exam provider. We ensure that you pass your 920-165 exam in first attempt and also get high scores to acquire Nortel certification.

If you use OfficialCerts 920-165 Certification questions and answers, you will experience actual 920-165 exam questions/answers. We know exactly what is needed and have all the exam preparation material required to pass the exam. Our Nortel exam prep covers over 95% of the questions and answers that may be appeared in your 920-165 exam. Every point from pass4sure 920-165 PDF, 920-165 review will help you take Nortel 920-165 exam much easier and become Nortel certified.

Here's what you can expect from the OfficialCerts Nortel 920-165 course:

- * Up-to-Date Nortel 920-165 questions as experienced in the real exam.*
- * 100% correct Nortel 920-165 answers you simply can't find in other 920-165 courses.*
- * All of our tests are easy to download. Your file will be saved as a 920-165 PDF.*
- * Nortel 920-165 brain dump free content featuring the real 920-165 test questions.*

Nortel 920-165 certification exam is of core importance both in your Professional life and Nortel certification path. With Nortel certification you can get a good job easily in the market and get on your path for success. Professionals who passed Nortel 920-165 exam training are an absolute favorite in the industry. You will pass Nortel 920-165 certification test and career opportunities will be open for you.

<http://janetdailey.com/?certs=exams.asp?examcode=920-165>



QUESTION 1

Certkiller .com has a specific requirement for reports to be a part of their main system rather than an external reporting system. Which two types of report templates can be created and imported into the Contact Center Manager Administration? (Choose two.)

- A. CCMIS reports
- B. Crystal Reports
- C. Report Creation Wizard reports
- D. Any ODBC/SQL compliant reports

Answer: B,C

QUESTION 2

With the Contact Center Manager Administration, how are changes made to agent skillset assignments?

- A. ad hoc from the agent-to-skillset assignment display
- B. either ad hoc or scheduled through agent-to-skillset assignment display
- C. through scheduled changes within the PBX for telephone-set assignments
- D. ad hoc through changes to the programming of the telephone-set assignments

Answer: B

QUESTION 3

Certkiller .com has a new call center using a Contact Center Manager Server system. They want to take full advantage of the Outbound Campaign Management Tool. Which three feature keys must be enabled on the agent's telephone sets in Overlay 11 (LD 11) in a Meridian 1 switch? (Choose three.)

- A. DN
- B. LNR
- C. ACD
- D. TOD
- E. AST

Answer: A,C,E

QUESTION 4

Certkiller .com receives a large number of inbound e-mail requests from its web site. Each customer product has been assigned its own e-mail address on the Contact Center Multimedia (CCMM) e-mail server. To obtain the maximum efficiency of available agents, how are these e-mail requests routed to more than one skillset in the Contact Center Manager Server?

- A. Have the agents assigned to all skillsets.

OfficialCerts.com Certification Exam Full Version Features;

- Verified answers researched by industry experts.
- Exams **updated** on regular basis.
- Questions, Answers are downloadable in **PDF** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams we offer;

<http://www.officialcerts.com/allexams.asp>

To contact our Support;

<http://www.officialcerts.com/support.asp>

View FAQs

<http://www.officialcerts.com/faq.asp>

Download All Exams Samples

<http://www.officialcerts.com/samples.asp>

To purchase Full Version and updated exam;

<http://www.officialcerts.com/allexams.asp>



Shop now using **PayPal**



| | | | | | | |
|------------|--------------------|------------------|---------|------------------|--------------|-----------|
| 3COM | CompTIA | Filemaker | IBM | LPI | OMG | Sun |
| ADOBE | ComputerAssociates | Fortinet | IISFA | McAfee | Oracle | Sybase |
| APC | CWNP | Foundry | Intel | McData | PMI | Symantec |
| Apple | DELL | Fujitsu | ISACA | Microsoft | Polycom | TeraData |
| BEA | ECCouncil | GuidanceSoftware | ISC2 | Mile2 | RedHat | TIA |
| BICSI | EMC | HDI | ISEB | NetworkAppliance | Sair | Tibco |
| CheckPoint | Enterasys | Hitachi | ISM | Network-General | SASInstitute | TruSecure |
| Cisco | ExamExpress | HP | Juniper | Nokia | SCP | Veritas |
| Citrix | Exin | Huawei | Legato | Nortel | See-Beyond | Vmware |
| CIW | ExtremeNetworks | Hyperion | Lotus | Novell | Google | |

You have made the
Right Choice

You are becoming member of most comprehensive, accurate, highest quality and lowest cost certification resource in the world.

