

# 920-166

## Nortel

Contact Center Multimedia Ris.6.0

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**QUESTION 1**

An Open Queue interface is available to allow Contact Center - Multimedia and third-party applications to route multimedia contacts to agents using the existing scripting and skill set routing features available for calls. The Open Queue is an application supported by which API?

- A. Avaya
- B. Communication Control Toolkit
- C. Contact Manager Framework
- D. Meridian 1 PBX/Communication Server 1000

Answer: C

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**QUESTION 2**

Certkiller .com has installed Communication Control Toolkit (CCT) Rls.6.0. They have several programs already on their system. Which two programs can co-reside with CCT? (Choose two.)

- A. Communication Server 1000/Meridian 1
- B. Contact Center - Multimedia
- C. Media Processor Server 3.0
- D. Contact Center Manager Utility

Answer: C,D

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**QUESTION 3**

The Full Communication Control Toolkit Application Programming Interface (API) allows for the implementation of two abstract layers. What are the two abstract layers? (Choose two.)

- A. Graphical Communication Control Toolkit API
- B. Graphical Interface Communication Control Toolbar API
- C. Textual Communication Control Toolkit API
- D. Lite Communication Control Toolkit API

Answer: A,D

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**QUESTION 4**

You want to provide Network Skill-based Routing between all switch types supported by Contact Center - Release 6.0. Which feature license must be activated?

- A. E-mail Agent
- B. Outbound
- C. Open Networking
- D. Open Queue

Answer: C

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**QUESTION 5**

You are beginning the install of the Service Update (SU) for Contact Center Manager Server. What is the first step you must take?

- A. Run setup.exe for the SU folder of the CD.
- B. Copy the SU for the Contact Center Manager Server to the C:\\ drive prior to installation.
- C. Read the readme.txt file.
- D. Copy the SU for the Contact Center Manager Server to the D:\\ drive prior to installation.

Answer: C

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**QUESTION 6**

E-mail server contacts are retrieved from a POP3 capable e-mail server using the Inbound Message Handler (IMH). The IMH runs at regular intervals. Which two settings for the IMH can be configured through the Multimedia Manager? (Choose two.)

- A. number of e-mails retrieved from each mailbox during each run
- B. the time between intervals
- C. moving window or interval-to-date data collection for the agent statistics group
- D. email message response threshold

Answer: A,B

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**QUESTION 7**

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