

# 920-181

## Nortel

### *CallPilot Rls.5.0 Engineering*

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**Question: 1**

A customer is setting up CallPilot messaging and wants the system to be as secure as possible. Which two statements about CallPilot are true? (Choose two.)

- A. CallPilot supports encryption and authentication for communications with the CallPilot server.
- B. The CallPilot administrator configures the mail boxes to restrict the PC playback of messages.
- C. CallPilot desktop messaging could be configured to send SNMP traps to Network Management Systems (NMS).
- D. CallPilot uses the Audio Messaging Interchange Specification (AMIS) protocol to work with other voice messaging systems through the Internet.

**Answer: A, B**

**Question: 2**

The CallPilot Alternate User Interface (AUI) provides users an alternative choice to the standard CallPilot telephone set interface. Which two statements are true regarding the AUI? (Choose two.)

- A. Quick reference cards are available to train users.
- B. AUI Alternate Command interface have the full set of the CallPilot functions.
- C. AUI Alternate Command interface must be enabled for all users on the CallPilot.
- D. AUI helps minimize the re-training of the users who are experienced with other manufactures' telephone set interfaces.

**Answer: A, D**

**Question: 3**

A customer is considering using Voice Forms to handle customer responses to surveys. Which two are true about the Voice Forms feature? (Choose two.)

- A. The feature requires a keycode.
- B. The feature does not require a keycode.
- C. The feature requires Speech Recognition Channels.
- D. The feature is an application within Application Builder.

**Answer: A, D**

**Question: 4**

CallPilot provides many advantages for messaging that potential customers may want to consider. Which two statements are true regarding CallPilot Unified Messaging? (Choose two.)

- A. Unified messaging is installed on the customers email server.
- B. Messaging must be downloaded and accessed only when connected to the network.
- C. The computer's speaker and microphone or a telephone set can be used to play and record offline.
- D. Unified Messaging provides a single interface to access and manage voice, fax, and email messaging.

**Answer: C, D**

**Question: 5**

CallPilot Email-by-Phone users can listen to email messages over the telephone. Which speech command is used by the end user to do this?

- A. change list

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