



920-164

(Contact Center Manager RIs 6.0 I & M)

Total Questions: 57

Last Updated: Nov 21, 2007

Document version: 8.27.11

Thanks for purchasing techXams' Study Guide,

techXams' 920-164 study guide is a comprehensive compilation of questions and answers that have been developed by our team of certified professionals. In order to prepare for the actual exam, all you need is to study the content of this guide. An average of approximately 10 to 20 hours should be spent to study this guide and you will surely pass your exam. It's our guarantee.

Disclaimer

Neither this guide nor any material in this guide is sponsored, endorsed or affiliated with any of the respective vendor. All trademarks are properties of their respective owners.

Guarantee

If you study this guide properly and still unable to pass the exam, please send us a scanned copy of your official score at: refund@techeXams.ws. We will happily reimburse the cost of this study guide or send you an exchange of study guide of your choice free of cost.

Feedback

If you find any possible improvement, then please do let us know. We are always interested in improving the quality of this product. Feedback can be send at: feedback@techeXams.ws

Copyright

techXams holds the copyright of this material. techXams grants you a limited license to view and study this material, either for personal or commercial use. Unauthorized reproduction or distribution of this material, or any portion thereof, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.

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 CenterManager Server (CCMS). Which path is supported?

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

2

920-164 Demo Exam

Question: 5

Your current configuration is installed on a Windows 2000 server. You are upgrading to Contact Center Manager Administration (CCMA) and need to take appropriate steps prior to the upgrade.

- A. Utilize the Active Directory Migration Tool for data transfer.
- B. Upgrade to CCMA on the existing server.
- C. Install CCMA on a new server and migrate the data.
- D. Upgrade to Windows Server 2003 and then upgrade to CCMA.
- E. Migrate to the Windows Server 2003 and then upgrade to CCMA.

Answer: B

Question: 6

Additional care must be taken during the migration process from Windows 2000 to Windows Server 2003.

- A. Filter sets are copied to the new server.
- B. Filter sets are copied to the new server and then deleted from the old server.
- C. Filter sets are not copied to the new server.
- D. User created data is not migrated.

Answer: A,E

Answer: C