



## 920-165

(Contact Center Rls. 6.0)

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## Question: 1

**Your customer 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

**Your customer 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

**A customer 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.

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- B. Create e-mail distribution groups for the agents.
- C. Hire more contact center agents to handle the inbound e-mail volume.
- D. Use multiple TO: addresses on the e-mails to direct them to more than one skillset.

Answer: D

Question: 5

An existing Communi...  
receive self-service...  
access the features...

- A. Replication Serv...
- B. Host Data Excha...
- C. Contact Center...
- D. Communication...

incoming callers to...  
implemented to...  
scenario?

Answer: D

Question: 6

A large call center cu...  
network using VPN...  
will allow too much...  
that call center supe...

- A. Create a private...
- B. Enable restricte...
- C. Create firewall a...
- D. Enable split tun...

contact center...  
department that this...  
amount of access...  
company?

net.  
access their own...  
, so that they may

. B

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