



920-167

(Contact Center Rls. 6.0 Application Developer)

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Question: 1

Company.com has Contact Center Manager Server Rls. 6.0. As standard practice when structuring the Master Script for Transfer, which action should be applied?

- A. Do NOT use separate section for calls being transferred back into Controlled Directory Number (CDN) by live agent.
- B. Make sure that there is NO Wait statement when using the Transferred command.
- C. Use a separate section for new calls entering the Master Script for the first time.
- D. Do NOT use separate section for calls being transferred back into CDN from Interactive Voice Response (IVR).

Answer: C

Question: 2

Company.com is using Contact Center Manager Server Rls. 6.0. What is the Network Automatic Call Distribution (ACD) configuration requirement for all network nodes?

- A. Networking parameters for ISDN and ESN must be unique for each node or switch in the system with respect to Network ACD.
- B. Networking parameters for ESN must be consistent throughout all nodes or switches in the system with respect to Network ACD.
- C. Networking parameters for ISDN and ESN must be consistent throughout all nodes or switches in the system with respect to Network ACD.
- D. Networking parameters for ISDN must be consistent throughout all nodes or switches in the system with respect to Network ACD.

Answer: C

Question: 3

You are installing a Contact Center Manager Server (CCMS). The scripting for the Meridian M1 has some treatment requirements. These treatments can be given any time a call is in the Controlled Directory Number Queue. What are the two treatments? (Choose two.)

- A. Route Call
- B. Disconnect
- C. Give Overflow
- D. Give Busy

Answer: C, D

Question: 4

Company.com has Call Center sets. Which sets should be used to use intrinsics. Decision-making in a set. (Choose three.)

- A. Agent ID Intrinsics
- B. Call Intrinsics
- C. Time Intrinsics
- D. Skillset Intrinsics
- E. Return Value Intrinsics

Answer: B, C, D

Question: 5

Company.com has Call Center sets. Which set should be used to run a report that will show the number of calls received by the CCM agent? The agent is called and wants to look up for calls by extension?

- A. Application Call
- B. Application Del
- C. Application Del
- D. Application Per

Answer: A

Question: 6

Company.com has a Call Center set. Which set should be used to access the Manager Administration console? The agent is assigned to the Scripting component.

- B.
- C. Assign
- D. Assign the

Answer: D

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