

## 920-161 Other Nortel Certification Nortel ncds-callpilot 4.0 exam

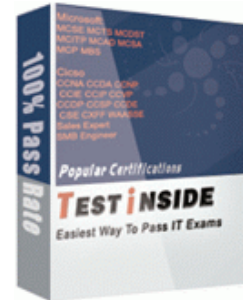
**Practice Exam:** 920-161 Exams

**Exam Number/Code:** 920-161

**Exam Name:** ncds-callpilot 4.0 exam

**Questions and Answers:** 61 Q&As

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Title : ncds-callpilot 4.0 exam

1. When Email-by-phone generates traffic on the speech recognition channels, what is the default value of the parameter, `verage hold time for When Email-by-phone generates traffic on the speech recognition channels, what is the default value of the parameter, ?verage hold time for speech activated session?` that is used in the Nortel engineering tool (NNEC)?

- A. 60 seconds
- B. 75 seconds
- C. 90 seconds
- D. 120 seconds

Answer: B

2. An administrator wants to configure the company's CallPilot server to run Simple Network Management Protocol (SNMP), to be able to send CallPilot-related traps to a Network Management System (NMS). What is a valid sequence of actions for allowing the administrator to access the option(s) for starting the SNMP process?

- A. On the CallPilot server, select Start > Settings > Control Panel. Double-click Network.
- B. On the CallPilot server, select Start > Settings > Control Panel. Double-click Services.
- C. On the CallPilot server, select Start > Settings > Control Panel. Double-click SNMP, and select "snmp service options".
- D. On the CallPilot server, select Start > Settings > Control Panel. Double-click System and select "snmp service options".

Answer: B

3. When E-mail-by-Phone is used with the traditional telephone Dual Tone Multifrequency (DTMF) interface, how many media processing units (MPU) are needed per E-mail-by-Phone session?

- A. 1 MPU
- B. 2 MPUs
- C. 4 MPUs
- D. 1 Speech Recognition MPU

Answer: A

4. A customer is considering the four networking protocols that CallPilot supports. Which two statements about networking protocols is true? (Choose two.)

- A. Voice Profile for Internet Mail (VPIM) networking uses an email-like address.
- B. Enterprise networking can send a single message to multiple recipients by making one call.
- C. Audio Messaging Interchange Specification (AMIS) networking supports voice and text messaging.
- D. Network Messaging Server (NMS) networking supports the Electronic Switched Network (ESN) dialing plan.

Answer: BD

5. A customer is concerned that the antivirus software they have chosen will not be compatible with CallPilot. Which three antivirus vendors provide software that has been tested and verified to function properly on CallPilot servers? (Choose three.)

- A. RAV
- B. Mcafee

- C. PCcillin
- D. Symantec
- E. Trend Micro

Answer: BDE

6. Which Bill-back report can be used to track the cost associated with outcalling activity by mailbox, where a reported record could represent a DTT call made by a mailbox?

- A. The Messaging Usage Bill-back Report
- B. The Networking Usage Bill-back Report
- C. The Digital Test Trunk (DTT) Usage Bill-back Report
- D. The Remote Notification (RN) Usage Bill-back Report

Answer: D

7. You have a customer that has 200 Remote Notification (RN) users. The users need to setup preferences for their individual Message Notification. How can they do this?

- A. Use My CallPilot only.
- B. Use Desktop Messaging only.
- C. Use Desktop Messaging and My CallPilot.
- D. Use My CallPilot by calling their mailbox directly.

Answer: A

8. Within the company's automated attendant, an administrator needs to grant access to certain protected areas for customers with proper password access. Which will allow the administrator to create this function?

- A. access control lists (ACL)
- B. restriction permission access (RPA)
- C. CallPilot Service Directory (SDN) Table
- D. Password Check box in Application Builder

Answer: D

9. A customer has an existing voice mail system, and the voice channel is providing a satisfactory service level. Which two approaches can be taken to provision the voice channels on CallPilot? (Choose two.)

- A. You can use any number of voice channels.
- B. You can use the same number of voice channels without further engineering if you have two voice mail systems.
- C. You can use the same number of voice channels without further engineering if you have only one voice mail system.
- D. You can use the same number of voice channels to override the calculated parameter of NNEC if you have only one voice mail system.

Answer: CD

10. Which three options are available to My CallPilot users in CallPilot 4.0? (Choose three.)

- A. change MWI DN
- B. change Auto Login DN
- C. change personal voice greetings
- D. creating personal distribution lists
- E. download Microsoft Windows Media Player

Answer: CDE

11. Which CallPilot Unified Messaging clients use challenge/response authentication?

- A. My CallPilot
- B. Microsoft Outlook Express and Netscape Messenger
- C. Microsoft Outlook, Lotus Notes and Novell GroupWise
- D. Microsoft Outlook Express, Netscape Messenger, Qualcomm Eudora Pro

Answer: C

12. Your customer is concerned that employees are not deleting their voicemail messages. The customer wants to see which users are using excessive amounts of storage. Which CallPilot Reporter report will display this?

- A. Disk Usage report
- B. Inactive User report
- C. Storage Usage report
- D. Top Users of Storage report

Answer: D

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

Answer: AB

14. After a CallPilot system is installed, how should the passwords of the built-in accounts (administrator, system, distributor, designer) on the system be handled?

- A. These passwords should be left unchanged.
- B. These passwords should be changed from their default values immediately.
- C. These passwords should be changed from their default values within 30 days.
- D. The password of the administrator account should be changed from its default value, but the passwords of the other accounts should be left unchanged to enable remote support.

Answer: B

15. An administrator wants to build applications by using navigational and customization tools, and building blocks. Using Application Builder, the administrator can reuse voice items. When does the administrator know that the voice application is complete? (Choose three.)

- A. When all the voice items are properly connected.
- B. When voice items with recordings have a sound file in the WAV format.
- C. When CallPilot Application Builder can save the application into the server.
- D. When the complete box indicates 'Yes', under the file/properties/general tab.
- E. After the administrator has created the application, and added notes for documentation.

Answer: ABD

16. You have a customer that is concerned that a hacker may have compromised their systems. They would like to see if they can gather any information from the system that might help them see suspicious activity. Which report from CallPilot Reporter would help the customer?

- A. Alert reports
- B. Traffic reports
- C. Outcalling reports
- D. Networking reports

Answer: A

17. Application Builder (AppBuilder) has the functionality that allows callers to route calls to different people or departments within a company by entering their extension or name. What is the name of this functionality?

- A. Voice Menus
- B. Fax on Demand
- C. Automated Attendant
- D. Multimedia Calling

Answer: A

18. You have a system that needs the users permissions to be restricted for security reasons as well as to prevent unauthorized toll charges. What would you use to ensure that these requirements are met?

- A. Set access control lists (ACL).
- B. Set restriction permission lists (RPL).
- C. Set restriction permission access (RPA).
- D. Set system lock down parameters (SLP).

Answer: B

19. A customer has users with multiple IMAP email accounts. My CallPilot enables the users to login to the My CallPilot server to access these different email accounts. How many IMAP email accounts can the CallPilot access?

- A. 4
- B. 5
- C. 6
- D. 7

Answer: B

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

- A. Unified messaging is integrated with the customer's email server.
- B. You must use your computer's speaker and microphone to play and record offline.
- C. Messaging must be downloaded and accessed only when connected to the network.
- D. Unified messaging provides a single interface to access and manage voice, fax, and email messaging.

Answer: BD

21. The CallPilot Alternate User Interface (AUI) provides users an alternative choice to the standard CallPilot phone 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 to minimize the re-training of the users who are experienced with other manufactures' phone set interfaces.

Answer: AD

22. CallPilot Manager, Reporter and My CallPilot are running on a customer-supplied web server. Which is recommended by Nortel?

- A. Use Window 2003 Server with Microsoft IIS 4.0.
- B. Have Call Pilot Reporter installed with Call Pilot server.
- C. Have CallPilot Manager, Reporter and My CallPilot reside on an individual external server.
- D. Use CallPilot Manager and My CallPilot on both the CallPilot server and external IIS server.

Answer: C

23. CallPilot Application Builder is a graphical software program that lets the administrator create custom designed applications. The administrator also associates Application Builder with a Service Directory Number (SDN). Which two actions must the administrator do when configuring the Application builder (Choose two.)

- A. Assign an application name to the SDN.
- B. Assign 0 as the minimum number of channels for critical service or application.
- C. Assign a low number for the maximum number of channels, to guarantee service for that SDN.
- D. The number of maximum channels cannot exceed the number of configured channels for that SDN.

Answer: AD

24. What information is saved by Reporter profiles for future sessions?

- A. time, date, length of session
- B. custom reports, settings, log
- C. log, administration log on/log off, administrator id
- D. custom reports, application builder applications, settings

Answer: B

25. To which can the Restriction/Permission Lists (RPLs) be applied?

- A. the entire CallPilot system
- B. the entire CallPilot system and individual mailboxes
- C. the entire CallPilot system and individual mailbox classes
- D. the entire CallPilot system, individual mailbox classes and individual applications

Answer: D

26. A company has several different faxes that can be obtained by dialing their toll-free number, entering the correct menu option, and entering the fax number to which the document should be sent. The company's telecommunications administrator needs to make sure each department pays for their own outgoing faxes. What CallPilot Reporter report can they use to correctly charge departments for their out going faxes?

- A. Fax Print Bill-back Report
- B. 800 Access Bill-back Report
- C. Network usage Bill-back Report
- D. Fax on Demand Bill-back Report

Answer: D

27. A customer has their own Network Management System (NMS). They want to use Simple Network Management Protocol (SNMP) traps and they want these traps interpreted for them. Which two files would you use to allow the system to accomplish this task? (Choose two.)

- A. cbflt.mib
- B. nbflt.mib
- C. nt-ref.mib
- D. cp-ref.mib

Answer: BC

28. CallPilot email by phone users can hear the messages from email. Which speech command is used by the end user to do this?

- A. change list
- B. block messages
- C. return to speech
- D. remote notification

Answer: A

29. Speech Activated Messaging is invoked by the mailbox user's spoken command. These commands are context sensitive. Which two statements are true? (Choose two.)

- A. You can say "Cancel" to stop the playing of the voice messages.
- B. You can say "Restore" to restore any message while it is played.
- C. You can say "Change list" to hear your Email while you are playing the voice messages.
- D. You can say "Print" to print your fax message while you are informed that you have fax messages.

Answer: CD

30. CallPilot uses Multimedia Processing Units (MPU) as an engineering guide to support three type of channels. A customer is planning for 24 voice channels, two fax channels and 4 speech recognition channels. Which two statements are true? (Choose two.)

- A. You need 4 MPU's for fax channels.
- B. You need 8 MPU's for speech recognition channels.

- C. You need 16 MPU's for speech recognition channels.  
 D. The Multimedia Processing Board (MPB) provides 16 MPU's.  
 Answer: AC

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