Exam Code: 920-158

Exam Name: ncds-callpilot4.0 system administrator exam

Vendor: Nortel

Version: DEMO

Part: A

1: An Executive User has inadvertently deleted their Personal Distribution Lists (PDLs) from the CallPilot system. He has requested that the CallPilot system administrator restore his PDLs. Which type of archive or backup must have been performed before the inadvertent deletion in order for the system administrator to be able to restore the executive's lost PDLs?

A.A User archive

B.A Prompt archive

C.A full system backup

D.An Application Builder archive

Correct Answers: A

2: Your CallPilot system handles multimedia calls. The users on the system have reported problems accessing the system. The Channel Monitor shows several channels as "yellow" rather than "blue" or "green". What does the color yellow indicate?

A.idle

B.active

C.no resource

D.disabled, in test, or remote alarm

Correct Answers: D

3: The administrator wants to determine the number of reports scheduled to run. Where would the administrator locate this information?

A.Select the Scheduled Reports tab from the CallPilot Reporter Report home page.

B.Select the desired categories and see the scheduled reports from the CallPilot Reporter Report home page.

C.Select the desired categories to display the reports that are scheduled from the CallPilot Reporter home page.

D.Select the desired report or alert category and then select the Scheduled or Unscheduled tab from the CallPilot Reporter System Log page.

Correct Answers: C

4: When should high-traffic Operation Administration and Maintenance (OA&M) activities such as remote control sessions, large file transfers, printing, and backup and restore operations be performed on the ELAN?

A.They should never be performed on the ELAN.

B.High-traffic OA&M activities can be performed at any time as none of these activities will have any affect on call processing.

C.Any time after normal business hours when call traffic is low so you avoid adverse affects to the call processing abilities of the Meridian 1 switch or CS 1000 system and the CallPilot server.

D.Any time during normal business hours when call traffic is low so you avoid adverse affects to the call processing abilities of the Meridian 1 switch or CS 1000 system and the CallPilot server.

Correct Answers: A

5: Which statement about backups and archives is true?

A.The system automatically updates application archives.

B.System-wide backups must be scheduled on a weekly basis.

C.A new application must be manually added to the application archives.

D.When Auto Archive is enabled, the choices are only Weekly or Monthly.

Correct Answers: C

6: An administrator with the appropriate access level can use the CallPilot Manager Backup and Restore functionality. Which statements about the Backup and Restore function are true? (Choose three.)

A.It can save system security settings.

B.It can use archives to save switch data.

C.It can save data to server tape or to a disk.

D.It can restore customized prompts from a prompt archive.

E.It can restore individual mailboxes from a system backup.

Correct Answers: A C D

7: An administrator wants to use operational measurements to identify trends and patterns related to system usage. How should this be accomplished?

A.Analyze the data in CallPilot Reporter.

B.Export the data to a tool such as Excel or Word.

C.Collect the data and export it to a database where it can be analyzed.

D.Access the operational measurements from the OM configuration page in CallPilot Manager.

Correct Answers: A

8: A user with administrative privileges has created custom reports on CallPilot Reporter home page. How would the user save these custom reports?

A.Click Save and Exit on the CallPilot Reporter page.

B.Click Save and Close on the CallPilot Reporter page.

C.Click Logout and the custom reports are automatically saved in the user's profile.

D.Click Save and enter the fully qualified file name of the location to save the reports from the CallPilot Reporter page.

Correct Answers: C

9: Your CallPilot system handles multimedia calls. The users on the system have reported that their customers are unable to send fax messages at times. As the administrator, you need to check the fax channels. Which maintenance menu would you access to view your fax ports?

A.Fax Channels

B.Fax Performance

C.Multimedia Monitor

D.Channel Allocation

Correct Answers: C

10: Your CallPilot system recently had a component replaced. The technician requested that the

administrator check the system's hardware components. What are the two alert Icons in the Maintenance Administration tree? (Choose two.)

A.a large "X"

B.a large "B"

C.a question mark

D.a circle around an exclamation point

Correct Answers: A D

11: CallPilot has a function called Auto Delete which the administrator uses to rapidly delete large numbers of users. The data input file must include specific information to perform this task. What information is required?

A.user name

B.location name

C.mailbox number

D.mailbox password

Correct Answers: C

12: CallPilot has limited, customizable system prompts. The custom prompts can be customized using two different methods. What are the two methods of customizing system prompts? (Choose two.)

A.Use voice item maintenance.

B.Record from Application Builder.

C.Use CallPilot Manager to record from a Telset.

D.Use CallPilot Manager and import as a WAV file.

Correct Answers: C D

13: An administrator designing applications on CallPilot should follow specific guidelines. Which two should be considered when designing an application? (Choose two.)

A.Present options sequentially.

B.Identify the name of the application.

C.Always force users to navigate at least two menu levels.

D.Avoid confusing the caller by saying that '0' will get help.

Correct Answers: A B

14: CallPilot has a function called Auto Delete which the administrator uses to rapidly delete large numbers of users. The administrator must have one of two files to perform this function. What are the two files? (Choose two.)

A.an Auto Delete file

B.a tab delimited text file

C.an Excel spreadsheet file

D.a comma delimited text file

Correct Answers: C D

15: CallPilot has a graphical interface feature designed to help build applications.　The design of

an application depends on how it is used. What are the first two tasks to be performed to create an application? (Choose two.)

A.plan the application

B.assign the application a password

C.create the application and assign it a name

D.create voice and fax items required for the application

Correct Answers: A C