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QUESTION & ANSWER

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Exam : **920-164**

Title : NCSS-Contact Center Manager RIs6.0 I & M

Version : DEMO

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: ACD

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

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

4. You have been asked to upgrade a Symposium Call Center Server (SCCS) Rls. 3.0 to Contact Center Manager Server (CCMS). Which path is supported?

A. Migrate directly to CCMS.

B. Migrate to SCCS Rls. 4.2, then to CCMS.

C. Migrate to SCCS Rls. 5.0, then to CCMS.

D. Migrate to SCCS Rls. 4.0, to 5.0, then to CCMS.

Answer: B

5. Your current configuration consists of Symposium Web Client Rls. 4.5 installed on a Windows 2000 server. Your target objective is to be using Contact Center Manager Administration (CCMA) on your new Windows 2003 server. Which two interim steps are appropriate prior to upgrading to CCMA? (Choose two.)

A. Utilize the Active Directory Application Mode (ADAM) Migration Tool MSI for data transfer.

B. Upgrade to CCMA, then migrate to the new server.

C. Install CCMA on the Windows 2003 server and migrate the data.

D. Upgrade to Windows 2003. Next, upgrade Symposium Web Client to CCMA.

E. Migrate to the Windows 2003 server with Symposium Web Client Rls. 4.5 then upgrade to CCMA.

Answer: AE