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QUESTION & ANSWER

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Exam : **920-192**

Title : ncds-Business communications manager 50(bcm50)rls.1.0

Version : DEMO

1. Your customer has a few small sites. They want all of their voice mail to be on a central site. What will satisfy these requirements?

A. Centralized Voice Mail

B. Voice Mail Redirect (VMR)

C. Customer Call Routing (CCR)

D. Voice Profile for Internet Messaging (VPIM)
Answer:A

2. Your customer wants to look at the activity of the trunks on the Nortel BCM50 in real time. Which software will do this?

A. trunk viewer

B. alpha tagging

C. BCM monitor

D. the BCM50 does not have this ability
Answer: C

3. Your customer wants incoming calls to come up with the system speed dial names. Which advanced software feature will do this?

A. alpha tagging

B. call detail recording

C. advanced speed dial

D. The Nortel BCM50 does not have this ability
Answer:A

4. Which two applications on the Nortel BCM50 require a keycode? (Choose two.)

A. LAN CTE

B. call center

C. hunt groups

D. auto attendant
Answer:AB

5. A customer requests information on how many queues the Nortel BCM50 with basic call center can have. What do you tell the customer?

A. one

B. two

C. four

D. eight
Answer: B

6. You have a customer using a Communication Server (CS) 1000 system at their main office. They have several branch locations with 6 to 30 people at each location. They do not want to use a PRI at each site because of cost. However, they do want the features of MCDN. Which solution should you provide the customer?

A. The Nortel BCM50 can only use MCDN on a PRI.

B. The Nortel BCM50 can use MCDN over a VoIP H.323 trunk.

C. The Nortel BCM50 can only use MCDN on a PRI and cannot be used.

D. The Nortel BCM50 with a VoIP trunk has similar features and will resolve this issue.
Answer: B

7. Your customer requires VoIP trunks. Which statement is true?

A. The Nortel BCM50 can support a maximum of 5 VoIP trunks.

B. The Nortel BCM50 can support a maximum of 10 VoIP trunks.

C. The Nortel BCM50 can support a maximum of 12 VoIP trunks.

D. The Nortel BCM50 can support a maximum of 20 VoIP trunks.
Answer: C

8. A customer requests information on how many VPN tunnels the Nortel BCM50 can support. What do you tell the customer?

A. one

B. two

C. five

D. eight
Answer: C

9. A customer requires a call center with 18 agents, but only needs 5 agents to be active at any given time. Which statement is true?

A. The Nortel BCM50 with basic call center can support 20 agents with 15 active at once and would satisfy the customer's requirements.

B. The Nortel BCM50 with basic call center can support 25 agents with 5 active at once and would satisfy the customer's requirements.

C. The Nortel BCM50 with basic call center can support 20 agents with 10 active at once and would satisfy the customer's requirements.

D. The Nortel BCM50 with basic call center can support 50 agents with 25 active at once and would satisfy the customer's requirements.
Answer: C

10. The Nortel BCM50 was designed to meet which three customer requirements? (Choose three.)

A. VoIP networks

B. VoIP-based solutions

C. integrated applications

D. high speed (DS3) Internet access

E. website appliance with VoIP capability
Answer: ABC