

Nortel

Exam 920-183

CallPilot RIs.5.0 System Administrator.

Version: 5.0

[Total Questions: 56]

Topic break down

| Topic | No. of Questions |
|------------|------------------|
| Topic 0: A | 56 |

Topic 0, A

A

Question No : 1 - (Topic 0)

Message Waiting Indicators (MWIs) are used to signal users that new messages have arrived. Which two statements regarding Message Waiting Indicators are true? (Choose two.)

- A. MWIs can be triggered by new or urgent messages.
- B. Up to 15 MWI DN's can be configured by the administrator.
- C. My CallPilot users can disable configured MWI Directory Numbers (DN's).
- D. The mailbox owner can change the MWI DN once it has been assigned by the administrator.

Answer: A,C**Question No : 2 - (Topic 0)**

The administrator will use Application Builder to design an application so callers will have a choice between billing and accounts receivable. The system has six blocks in the Basic Block Palette that will be used. Which two blocks from the Basic Block Palette are available? (Choose two.)

- A. Start
- B. Begin
- C. Rotary
- D. Call Transfer
- E. Announcement

Answer: D,E**Question No : 3 - (Topic 0)**

Shared Distribution Lists (SDLs) are created and maintained by the system administrator, but are accessible by users. Which statement about creating SDLs is true?

- A. SDLs can be managed from My CallPilot.
- B. Other SDLs cannot be included in an SDL.
- C. Static SDLs contain a set of search criteria.
- D. Static SDLs can include permanent remote users.

Answer: D

Question No : 4 - (Topic 0)

Your customer is concerned about security of Voice Form responses and wants password protection. The customer asks you how passwords are created and changed. What is your explanation?

- A. The administrator creates and changes a password in the Voice Forms Details Page.
- B. The transcriber creates and changes a password from the CallPilot Features tab in My CallPilot.
- C. The administrator configures the Mailbox Class to allow the transcriber to create and change a password.
- D. The administrator creates the password in the Voice Forms Details Page, and the transcriber changes it from the Telset or My CallPilot.

Answer: A

Question No : 5 - (Topic 0)

Your company uses Voice Forms. The transcriber tells you that some responses made through keypress commands are invalid. What can cause a Dual-Tone Multi-frequency (DTMF) answer to be considered invalid?

- A. The caller is not a CallPilot user.
- B. The transcriber is using My CallPilot instead of a Telset.
- C. The caller does not provide an answer within a specified time.
- D. The invalid answer handling is not set to Transfer to Revert Directory Number.

Answer: C

Question No : 6 - (Topic 0)

A system administrator is setting up system-wide Message Archiving. Which two statements about configuring Message Archiving are true? (Choose two.)

- A. Message Forwarding takes priority over Message Archiving.
- B. The administrator is responsible for storage space availability.
- C. When Message Archiving is enabled, the user's Message Forwarding Rules are deleted.