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Exam : **920-158**

Title : ncds-callpilot4.0 system administrator exam

Version : DEMO

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
Answer: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
Answer: 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.
Answer: 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.
Answer: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.
Answer: 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.
Answer: ACD

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.
Answer: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.
Answer: 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
Answer: 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
Answer:AD