Exam Code: 920-157
NCDS - CallPilot 2.x/3.0

Demo Version

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Volunteers working on the Winter Olympic committee have pagers and have set up Remote Notification (RN) from their mailboxes. There are thousands of volunteers whose schedules are constantly changing and the number of requests to the administrator for changes to their RN tables is impossible to keep current. Which features of CallPilot 3.0 alleviate this problem?
A. The volunteers can use My CallPilot to change their own RN tables.
B. Use My CallPilot to alert callers that the volunteers RN tables have changed, and use the Desktop Messaging to forward the information as a fax to the administrator.
C. The volunteers can use E-mail-by-Phone to determine if the RN tables have been changed and using Fax Compose, they can submit changes to the administrator.
D. The volunteers can use Desktop Messaging to send the administrator voice messages of the needed changes and they can check their RN tables using E-mail-by-Phone.
Answer:
A

The Restriction/Permission Lists (RPLs) can be applied to _____.
A. the entire CallPilot system
B. the entire CallPilot system and individual mailboxes
C. the entire CallPilot system and individual mailbox classes
D. the entire CallPilot system, individual mailbox classes and individual applications
Answer:
D

A customer has several Microsoft Windows PCs and wants to be able to use CallPilot unified messaging without installing software on these client PCs. Which CallPilot feature would satisfy the customer's unified messaging requirements?
A. My CallPilot
B. CallPilot Manager
C. Desktop Messaging for Microsoft Outlook
D. Desktop Messaging for Internet mail clients
Answer:
A

Which feature best fits the needs of a customer who has replaced an Octel Seranade Voice Mail with CallPilot 3.0 Voice Mail? The customer does not want their end-users to have to learn new Dual Tone Multi Frequency (DTMF) commands for interfacing with their voice mailbox.
Note: The CallPilot system has 12 MPUs and the end-users do NOT have computers.
A. E-mail by Phone
B. Desktop Messaging
C. Alternate User Interface
D. Speech Activated Messaging
Answer:
C

The Alternate Command Interface feature available in CallPilot 3.0, allows end-users to use the Dual-Tone Multifrequency (DTMF) commands of what other product interfaces?
A. Lucent Definity, Octel Aria
B. Octel Seranade, Octel Aria
C. SWB Call Notes, Octel Seranade
D. Southwestern Bell (SWB) Call Notes, Lucent Definity
Answer:
B

A trucking company has most of their employees in their trucks on the road at all times. They never come into an office. Trucking regulations require signed documents for truckers to carry certain types of dangerous loads. What features can the truck drivers use to obtain paper copies of the signed documents and to be notified every time a document is ready for them?
A. A CallPilot mailbox with e-mail-by-phone and remote notification turned on.
B. A CallPilot mailbox with voice only capability and remote notification turned on.
C. A CallPilot mailbox with desktop messaging and remote notification turned on.
D. A CallPilot mailbox with fax and voice capability and remote notification turned on.
Answer:
D

A traveling salesman connects his laptop to the company LAN while he logs into his e-mail client. He has new voice, fax, and e-mail messages in his inbox. He does NOT have enough time to read and respond to them before he needs to be at the airport. Which feature should he use to listen to and read all of his voice and fax messages while he is on the airplane?
A. Create new fax
B. Synchronize Offline
C. Delivery to Telephone
D. Download all CallPilot messages
Answer:
D

A company has eight departments, seven of which use GroupWise e-mail clients. The other department uses Lotus Notes. Which department(s) can use the CallPilot 3.0 Desktop Messaging client?
A. all of the departments
B. none of the departments
C. only the department using Lotus Notes e-mail
D. only the seven departments using GroupWise e-mail
Answer:
A

Why can CallPilot Desktop Messaging support a mixed e-mail environment in the same company?
A. Integration of messages happens at the server, NOT at the client.
B. Integration of messages happens at the client level, NOT at the server level.
C. Transport of messages through the CallPilot server can accept any type of message.
D. Transport of messages through the CallPilot server can accept different types of messages, as long as they are pre-defined.
Answer:
B

A customer is considering the purchase of a seat license for the E-mail-by-Phone feature. Which seat license gives the end-user access to both Speech Activated Messaging and E-mail-by-Phone for the same price as Speech Activated Messaging alone?
A. Desktop license
B. My CallPilot license
C. Mobile User license
D. Speech and e-mail license
Answer:
C

When E-mail-by-Phone is used with the traditional telephone Dual Tone Multifrequency (DTMF) interface, how many channel resources are needed per E-mail-by-Phone session?
  A. 1 voice channel
  B. 2 voice channels
 C. 2 e-mail channels
D. 1 Speech Recognition channel
Answer:
A

Which CallPilot 3.0 feature allows end-users to personally administer features on their mailbox?
A. My InfoNet
B. My CallPilot
C. CallPilot Manager
D. CallPilot Application Builder (AppBuilder)
Answer:
B

What does My CallPilot allow end-users to do to distribution lists that they CANNOT do when creating them from their telephone set?
A. assign them a meaningful name
B. assign them a meaningful number
C. add peoples' e-mail address to them

D. assign both home and work numbers for each person

Answer:

A

An end-user has been given off-hours pager duty. The end-user sees the telephone administrator in the hallway and asks if they can have remote notification turned on for their mailbox. The administrator accesses the user's computer in the user's office and sets Remote Notification on their mailbox. The administrator tells the user they can set up their schedule via My CallPilot. How is this possible without the administrator going to the switchroom or returning to their own office?

A. CallPilot Manager is hidden software on every computer that has a telephone associated with it.

B. Right to Use (RTU) licenses control MyCallPilot and require the administrator to get permission.

C. CallPilot Manager is a client/server-based program and therefore the above scenario is not possible.

D. CallPilot Manager is web-based and can be accessed from anywhere on the LAN.

Answer:

D

Application Builder (AppBuilder) has the functionality that allows callers to route calls to different people or departments within a company by entering their extension or name. What is the name of this functionality?

A. Voice Menus

B. Fax on Demand

C. Automated Attendant

D. Multimedia Calling

Answer:

C

The architecture of Application Builder (AppBuilder) allows Administrators at other sites to create applications or to aid in maintaining applications built at the main headquarters. What type of architecture is AppBuilder based on?

A. client server

B. single server

C. shared server

D. license server

Answer:

A

You are presenting CallPilot as a multimedia solution to a University. The University has several documents they want callers to receive without speaking to a live attendant. What features of CallPilot should you suggest they use?

A. AppBuilder, Fax on Demand

B. Desktop Messaging, fax capability

C. E-mail-by-Phone, Automated Attendant

D. Application Builder (AppBuilder), Desktop Messaging

Answer:

A

In which scenario would you use the Fax on Demand application?

A. The school cafeteria personnel want students to be able to call in and find out what the lunch menu is on a daily basis.

B. The school cafeteria personnel want students to be able to call and leave feedback and menu suggestions in a voice mailbox.

C. The U.S. Parks Service management wants their staff to be able to send maps and points-of-interest faxes from their desktop e-mail clients.

D. The U.S. Parks Service management wants visitors to be able to get a list of points-of- interest, and maps to specific points-of-interest from a single call made to their toll free 1-800 number.

Answer:

D

A security systems company has an auto attendant greet all of their customers who dial their advertised toll free number. The company would like to use this toll free number to allow their traveling employees to dial into the system and gain access to their voice and fax messages as well as internal announcements. What basic block will they need to use to ensure that customers do not have access to the internal announcements intended only for employees?

A. Thru-dial

B. Day Control

C. Call Transfer

D. Password Check
Answer:
D

What information is saved by Reporter profiles for future sessions?
A. time, date, length of session
B. custom reports, settings, log
C. log, administration log on/log off, administrator id
D. custom reports, application builder applications, settings
Answer:
B