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Product Details from Pass-Guaranteed.com:

Symposium Call Center Server 5.0

920-146

Demo Version

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QUESTION: 1
A customer named Pass .com has Succession 1000 RIs. 3.0 and wants to install
Symposium Call Center Server (SCCS) 5.0. An Embedded Local Area Network
(ELAN)must be used for communication.

How should you program the Action and Device number when defining the ELAN on
Succession?

A. Any TTYport
B. ELAN (16-31)
C. ELAN (0-15)
D. TTY (16-31)

Answer: B

QUESTION: 2
You are at A customer named Pass .com site performing the pre-installation checks
on a SCCS 5.0. The server has 512M of memory. It is discovered that virtual
memory settings are still set to the Windows default.

 Which setting is the correct setting for the SCCS 5.0?

A. allow Windows to control virtual memory?
B. 524M minimum and 684 maximum on drive E
C. 512M minimum and 684 maximum on drive D
D. 768M minimum and 768 maximum on drive C

Answer: D

QUESTION: 3
A customer named Pass .com has Symposium Call Center Server (SCCS) 5.0
DEPLOYED ON THREE NODES AND Symposium Web Client (SWC) 4.5 which is
used for managing all nodes plus NCC. They added another node to the system.

What must the customer add the node through first prior to adding it to the NCC via
SWC?

A. new SCCS NBConfig utility
B. SCCS NCC NBConfig utility
C. New SCCS Configuration utility
D. SCCS NCC Configuration utility

Answer: B

QUESTION: 4
A customer named Pass .com has Symposium Call Center Server (SCCS) 5.0 and is installing a Symposium Web Client (SWC) 4.5 to operate on a Windows 2003 Server. Before installing SWC, a decision must be made on the type of server the SWC will be and how it will be configured within customer-s existing domain.

What does Nortel Networks recommend?

A. a virtual directory on an existing web site
B. a web site on the main customer web site
C. the default web site on the application server
D. a web site coexisting with Symposium Agent 2.3

Answer: C

QUESTION: 5
A customer named Pass .com has a Symposium Call Center Server (SCCS) 5.0 and is installing a Symposium Web Client (SWC) 4.5 to operate on a Windows 2000 Advanced Server. To use the Historical Reporting and Contact Center Management components of SWC,

What should you install before the SWC software?

A. Microsoft Reporting Module
B. RTD Multicast Configuration
C. Sybase Open Client version 12.5
D. Microsoft Active Directory Application Mode (ADAM)

Answer: C

QUESTION: 6
A field engineer at a customer-s site is preparing for a SCCS 4.2 to 5.0 migration. While performing the pre-upgrade checks, you discover that the disk partitions on the release 4.2 server are primary partitions.

What action should you take next?

A. The migration can proceed, making note of the problem. The partitions will be created correctly on the new release 5.0 server.

B. Schedule time with the customer to convert the drives from primary to extended partitions using individual full backups for each drive as time allows.

C. Perform a database backup on the release 4.2 server. Use Disk Administrator to delete the partitions and re-create them as extended partitions. Perform a database restore.

D. Perform a full backup on the release 4.2 server. Fdisk and format the release 4.2 server drives. Perform the full restore procedure, ensuring the database drives are partitioned as extended partitions.

Answer: A

You are dispatched to A customer named Pass .com site to work on a SCCS 5.0 after the customer made configuration changes to it. The customer added a new department to the contact center and involved scripts that play voice segments to the callers using Meridian Mail access ports. The reported issue is that all of the scripts referencing voice segments nine and higher in file two are playing the wrong messages.

<u>What is the first step you should do to isolate this issue?</u>

A. Complete a backup on the Meridian Mail system and reboot it.

B. Test the access links to the SCCS using the Tools Menu in Meridian Mail.

C. Look for an access voice port from the Meridian MAail system that has become de-acquired.

D. Verify that the customer did NOT delete voice segment nine in File two using the Voice Prompt Editor of the SCCS 5.0 Client PC.

Answer: D