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The Power of Knowing



Exam : 920-326

Title : Symposium Contact Center Portfolio

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QUESTION 1:

Certkiller .com is planning to purchase buy a Symposium agent 2.3 to operate in conjunction with Symposium call center server (SCCS) 5.0 and Symposium TAPI server Provider 3.0 they have a succession 1000M Rls 3.0 as their PBX. Which telephone sets would you recommend?

- A. Only digital telephones
- B. Only Nortel network internet telephones
- C. Digital telephones (M2XXX and M3XXX) and 2500 sets
- D. All 2500 sets and nortal networks telephones except the SL-1 telephones

Answer: C

QUESTION 2:

For Symposium agent (AS) 2.3 to be fully operational in a Succession 1000 Rls. 3.0 environment, what key component, must be in place to monitor the client lines?

- A. None. SA will only run in the meridian 1 environment
- B. TAPI server must be installed to monitor the client lines
- C. There are NO other requirements outside of Symposium Agent to monitor client lines
- D. TAPI server must be installed to monitor the client lines but, only if used to monitor or control Multiple Appearance Directory Number (MADN) lines.

Answer: B

QUESTION 3:

Certkiller .com has deployed Symposium call center server (SCCS) 5.0 and Symposium TAPI service provider 3.0 they want to add Symposium agent (SA) 2.3 to their system. Initially they have 350 agents that would be using SA 2.3 but would double the agent in four months. What configuration of SA 2.3 would you recommend that would server them for the foreseeable for the foreseeable future?

- A. deploy a separate server for SA 2.3
- B. run SA 2.3 concurrently on the TAPI server
- C. run SA 2.3 concurrently on the SCCS 5.0 server
- D. an alternative to SA 2.3 because the maximum agents are exceeded

Answer: A

QUESTION 4:

Certkiller .com has Symposium agent 2.3. what windows technology is used for Symposium

agent 2.3 softphone on the agent's desktop?

- A. MTS
- B. ODBC
- C. DCOM
- D. Activex control

Answer: D

QUESTION 5:

A mid-sized enterprise company with 100 agents wants to add CTI desktop functionally that is fixable and able to respond to the different needs of callers based on the skillset the call is routed into. The company expects to grow to 150 agents over the next two years. Which contact center product provides this flexibility?

- A. Symposium agent with the ability to present the correct screen to the agent based on business rules
- B. Symposium agent greeting with its ability based on skillset, to customize information for call presentation
- C. Symposium TAPI SP with the ability based on skillset, to route caller information with the call delivery at the telephone set
- D. Symposium webcenter portal with the ability to present e-mail. Chat and/or collaboration screens based on customer requirement

Answer: A

QUESTION 6:

Certkiller .com is planning to implement Symposium agent 2.3 with 300 concurrent users. What is the recommended configuration for the TAPI Service Provider and Symposium agent 2.3 software?

- A. Both applications can run on the same server platform
- B. 300 concurrent users or more must have separate configuration
- C. separate servers should be used for each application regardless of number of users
- D. separate servers should be used for each application regardless of number of users

Answer: A

QUESTION 7:

An existing enterprise customer wants to add contact center administrative functionality for the 110 supervisors within their environment. The IT deployment storage opposes adding any products at the desktop level that will require configuration resident software loading or ongoing IT support staff after installation at desktop. Which product (S) can

scale to this extent and meet the IT requirements?

- A. Symposium web client with server loaded enhancements
- B. Symposium classic client with minimum enhancements downloadable from the internet
- C. A combination of Symposium classic client and Symposium web center portal client with minimal internet accessed enhancements

Answer: A

QUESTION 8:

Certkiller .com has Symposium web client 4.5 on a windows 2000 server. They want to backup web client files have to be backup for Symposium web client server?

- A. Active Directory
- B. Symposium web client files
- C. Symposium web client files plus registry
- D. Symposium web client files plus active directory

Answer: D

QUESTION 9:

Certkiller .com plans to implement Symposium call center server (SCCS) 5.0 what is the recommended design requirement for the Embedded LAN (ELAN)?

- A. It must be physically and logically connected to other networks.
- B. It must be physically and logically isolated from any other networks.
- C. It must be physically but not logically connected to other networks.
- D. It must be logically and physically connected to other networks.

Answer: B

QUESTION 10:

Certkiller .com has Symposium call center server (SCCS) 5.0 installed. They refuse use modems for remote support since they are concerned about security. They plan to implement a VPN-based technology solution for remote access to the SCCS. What is the VPN based technology recommended by Nortel networks?

- A. Any third party technology in a host-to-host configuration
- B. Any third party technology in a host-to-gateway configuration
- C. A technology based on the Contivity 1100 (as a minimum) in a host-to-host configuration
- D. A technology based on the Contivity 1100 (as a minimum) in a host-to-gateway configuration

Answer: D

QUESTION 11:

When comparing the features and capabilities of the Symposium Express call center (SECC) 4.2 to the Symposium call center server (SCCS) 5.0 which three statements are TRUE? (Choose three.)

- A. Both servers provide Host Data Exchange (HDX)
- B. SECC connects to the Succession 1000M cabinet
- C. SECC has an automated scripting agent, SCCS does not
- D. SECC is scaled to accommodate about 75% fewer trunks than SCCS

Answer: B.C.D

QUESTION 12:

Certkiller .com wants to purchase Symposium call center server (SCCS) 5.0 which tool is used to determine the number of ports required to support Give IVR, Collect Digits and Comntrolled Broadcast?

- A. Configuration utility
- B. System Monitor window
- C. Symposium copacity Tool
- D. Meridian Configuration Tool

Answer: C

QUESTION 13:

Certkiller .com is planning to parching Symposium web center portal (SWCP) 4.0 and has a highly structured windows active Directory domain installation. You have discussed the deployment with the telephony engineers but the data engineers were NOT involved. What would you communicate to the data engineers so that the implementation is successful?

- A. deploy a portal and TAPI server in its own Novell network
- B. add the portal aserver and TAPI server in the same domain forest as the agent desktops
- C. create separate domain forests to keep servers isolated from the customer's data network
- D. create a separate domain with Portal server and TAPI server, and establish one-way trust relationship with Agent Desktop' domain

Answer: B

QUESTION 14:

Certkiller .com with a Symposium Express contact center (SECC) 4.2 is installing the Symposium web center portal (SWCP) 4.0 application. The agent/client interface presents

the agent with a browser based graphical interface. SWCP agents can respond to contacts though a variety of media. Which is possible with SWCP 4.0?

- A. Internet text chat
- B. Video conferencing
- C. Transferring files using FTP
- D. Faxing documents via internet

Answer: A

QUESTION 15:

Certkiller .com plans to extend the hours of service of contact increase agent and introduce multimedia support services. They recently upgrade to a Symposium call server (SCCS) 5.0. you propose Symposium web Center Portal (SWCP) 4.0. what types of agent licenses must you order?

- A. order multimedia agent licenses only
- B. order SWCP email and web licenses for each agent
- C. order TAPI licenses for each agent, in addition to SWCP email and web licenses
- D. order SCCS and TAPI licenses for each agent, in addition to SWCP email and web licenses

Answer: D

QUESTION 16:

Certkiller .com wants to purchase Symposium web center Portal (SWCP) 4.0. they must place the customer interface behind a firewall. How will the Customer interface communicate with Symposium web center portal (SWCP) 4.0 server?

- A. via ftp port
- B. via http port
- C. via database port
- D. via serial connection

Answer: C

QUESTION 17:

A meridian 1 Option 81-C 11,.25.408 customer has purchased Symposium web center portal (SWCP) 4.0 what is the recommended meridian 1 configuration for each Dynamic Transaction Handler (DHT) line?

- A. Configuration a Phantom TN and a Phantom loop
- B. Configuration DHT lines as 3903 ACD telephones
- C. Configuration DHT lines as 2616 ACD telephones

D. Configuration DHT lines using an unused card slot (units 0-31)

Answer: A

QUESTION 18:

Certkiller .com is planning to deploy a Symposium web center portal (SWCP) 4.0 when order and deploying the SWCP 4.0 system which are required? (Choose three.)

- A. TAPI licenses
- B. A CD ROM drive
- C. A network interface card
- D. Network control center (NCC)
- E. A parallel port for license dangles

Answer: A.C.D

QUESTION 19:

Certkiller .com plans to purchase Symposium web center portal (SWCP) 4.0. they are concerned about security and have an internal firewall in place how can the customer or IT manager configure network security regarding their customers' requirements from a SWCP point of vies?

- A. All customers, whether inside or outside the firewall, need access to the web Communication manager Transaction Submit pages and transaction history queries.
- B. All customers, whether inside or outside the firewall, need access to the customer interface transaction history queries
- C. All customer outside the firewall need access to the web communication manger transaction submit pages and transaction history queries
- D. Only customer outside the firewall need access to the Customer interface transaction submit page while all customer inside firewall need access to the web communication manager Transaction history queries

Answer: A

QUESTION 20:

Certkiller .com wants to purchase Symposium web center portal (SWCP) 4.0. which product is required for blending email/web requests with voice calls through Symposium call center server (SCCS) 5.0?

- A. Callpilot 2.5
- B. Symposium agent 2.3
- C. Symposium TAPI SP 3.0
- D. Symposium web Client 4.5

Answer: C

QUESTION 21:

Certkiller .com has Symposium call center server (SCS) 5.0 and succession 1000M Rls 3.0 . the customer wants three options for an agent to communication with customer: e-mail, text chat, and telephone in addition to TAPI SP 3.0 what other product would you recommend

- A. Symposium Agent 2.3
- B. Symposium web client 4.4.5
- C. Symposium web center portal 4.0
- D. SCCS performs this function with software package 350

Answer: C

QUESTION 22:

Certkiller .com is planning to deploy Symposium web center portal (SWCP) 4.0 to take advantage of additional transaction types. When order the Symposium Email Module (SEMM) or Symposium web communications Module (SWCM), which additional application is automatically included?

- A. Symposium Blended manager (SBM)
- B. Symposium Call center server (SCCS)
- C. Symposium Multi-media manager (SMM)
- D. Symposium Express Call center (SECC)

Answer: C

QUESTION 23:

Certkiller .com wants to purchase Symposium web center Portal (SWCP) 4.0 they meridian 1 Option 81-C X11 release 25 40B, Symposium call center server (SCCS) 4.0 and Symposium TAPI SP 2.3 what has to be changed in their environment so the deployment of SWCP 4.0 is successful?

- A. SCCS 4.0 must be upgrade to SCCS 5.0 and meridian 1 must be upgrade to Succession Rls. 3.0
- B. SCCS 4.0 must be upgrade to SCCS 5.0 and Symposium Must be upgraded to Symposium TAPI 3.0
- C. Symposium call center server 4.0 must be upgrade to Symposium call center server 4.2 or grater
- D. Symposium TAPI 2.3 must be upgraded to Symposium TAPI and meridian 1 must be upgraded to Succession Rls. 3.0

Answer: B

QUESTION 24:

Certkiller .com with a Succession 1000 switch and Symposium call center server (SCCS) 5.0 (running CCS 200 level software), is planning to purchase a Symposium web center portal (SWCO) 4.0 server to ensure that contacts via their web site can be router based on web the caller is and who is best suited I the contact center to provide support. In addition to other criteria, what condition (s) must be verifies before deploying the Symposium web centre portal server?

- A. The requirement dictate a total custom solution be provided
- B. The SCCS is running the host data Exchange (HDX) service
- C. All Agent Desktop have been customized insure host Data Exchange (HDX) services is active
- D. The Symposium web center Portal center service is running the Host data Exchange (HDX) service

Answer: B

QUESTION 25:

Certkiller .com is planning a Symposium web center Portal (SWCP) 4.0 installation which is to be integrated with their existing Symposium Contact Center system what are some of the benefits or the contact center agents who use SWCP 4.0?

- A. View, respond to, and track enterprise web page visits via the internet
- B. View, respond to, and track e-mail requests in place of telephone calls
- C. View, respond to, and track multimedia requirement blended with telephone calls
- D. View logs, Oms, alarms, manager network devices and route traffic via the internet

Answer: C

QUESTION 26:

Certkiller .com is planning to expand their help desk of 600 agents by 50 agents per year for the next there years. They are running Symposium call center server (SCCS) 5.0 with a successions 1000 System what impact will this have number of control directory number (CDNs) supported acquired by the SCCS 5.0?

- A. One additional CDN is required in each new year.
- B. One additional CDN is required in the first year
- C. Two additional CDNs are required in the second year
- D. There is NO change to the number of CDNs required

Answer: D

QUESTION 27:

Which measurement and tool should be used to provide the appropriate calculations for the maximum number of active agents that one can configure on a Symposium call center server (SCCS) 5.0?

- A. Calculations are based upon call volume, call complexity and CPU utilization and are configured within the Capacity Tool.
- B. Calculations are based upon number of supervisors, real-time screens and call volume and are configured within the Capacity Tool.
- C. Calculations are based upon call volume, call complexity and PBX specifications and are configured within the Meridian 1 configuration tool
- D. Calculations are based upon real time displays, call complexity and CTI applications and are configured within the capacity Tool.

Answer: A

QUESTION 28:

What type(s) of reports can be created and imported into the Symposium call center server (SCCS) 5.0?

- A. CCMIS reports
- B. Crystal reports
- C. Meridian MAX reports
- D. Any ODBC/SQL compliant reports

Answer: B

QUESTION 29:

Based upon inputs specific to your customer's requirements, you are assessing design requirements using the CAPTool. The CAPTool returns CLAN/ELAN bandwidth requirements required disk space CPU utilization and hardware requirements. What other information do you require from the CAPTool to complete a design recommendation? (Choose two.)

- A. historical network alarm info
- B. WAN bandwidth requirements
- C. Network user's login information
- D. Network bit error rate performance
- E. Access and non-access voice ports

Answer: B.E

QUESTION 30:

Which two statement describe the key selling points of a standalone Symposium call center server (SCCS) 5.0? (Choose two.)

- A. provides skill-based routing and call-treatment flexibility
- B. provides increased flexibility to contact centers with up to 150 active agents
- C. provides the capability to blend telephone and email traffic to an agreement
- D. provides real-time displays, customize performance statistics and call-by-call? Reporting
- E. provides multi-media skill-based routing and reporting to support agents through an IP network

Answer: A.D

QUESTION 31:

With the Symposium call center Server (SCCS) 5.0 how are changes made to agent skillset assignments?

- A. ad hoc from the agent-to-skillset assignment display
- B. either ad hoc or scheduled through agent-to-skillset assignment display
- C. through scheduled changes within the PBX for telephone-set assignments
- D. ad hoc through changes to the programming of the telephone-set assignments

Answer: B

QUESTION 32:

The Symposium call center server (SCCS) 5.0 acquires dedicated callpilot ports for feature interaction. Which features are calculated to determine the appropriate number of dedicated ports?

- A. Give IVR ports+ RAN ports
- B. Given IVR ports + Collection of Digits ports
- C. Broadcast Announcements ports + collection of digits ports
- D. Given IVR ports+ collection of digits ports Broadcast Announcements ports

Answer: D

QUESTION 33:

Certkiller .com wants to open a contact center that will handle 40,000 inbound calls per hour during the peak period. Considering the capacity limit of Symposium Call center server (SCCS) 5.0 how many SCCS 5.0 server (S) will be required to handle this call volume?

- A. 1
- B. 2
- C. 3
- D. 5

Answer: A

QUESTION 34:

What is the total number of interactive voice Response (IVR) ports , either digital or analog supported by the Symposium Call center server (SCCS) 5.0?

- A. 128
- B. 256
- C. 512
- D. 1,000

Answer: D

QUESTION 35:

What is the maximum number of skillsets that can be created and networked with Symposium Call center server (SCCS) 5.0?

- A. 350 created and 100 networked
- B. 500 created and 500 networked
- C. 996 created and 350 networked
- D. 1000 created and 1000 networked

Answer: D

QUESTION 36:

Certkiller .com with a Succession 1000M RIs 3.0 switch is implementing a Symposium call server (SCCS) 5.0 in their system. Why are they required to install an Embedded LAN (ELAN)?

- A. to include External interactive voice Response (IVR) traffic
- B. to isolate intelligent call manager (ICM) call traffic
- C. to display Symposium Voice Service with MIRAN
- D. to isolate Application Module Link (AML) call traffic

Answer: D

QUESTION 37:

To provide customers with voice processing features (e.g., Expected Wait Time or Position in Queue) without networking, which Symposium Call Center (SCCS) package would be required? Assume Call Point is installed.

- A. 100
- B. 200
- C. 100 and 200
- D. 100, 200 and 300

Answer: C

QUESTION 38:

To provide customers with call-by-call reporting capability without networking, which Symposium Call Center Service (SCCS) 5.0 package (S) are required?

- A. 100
- B. 200
- C. 100 and 200
- D. 100, 200 and 300

Answer: B

QUESTION 39:

When performing calculation requirements using the formula method, the Embedded LAN (ELAN) utilization is dependent mainly upon which areas?

- A. Call rate hold times, and the number of supervisor accesses
- B. Call rate, Call complexity, and the frequency of Meridian Link Service
- C. Call rate, the frequency of Meridian Link Service and the host integrations
- D. The frequency of Meridian Link services

Answer: B

QUESTION 40:

When integrating callpilot with Symposium Call center server (SCCS) 5.0 what must be considered in the design plan?

- A. the volume of FAX traffic
- B. the number of desktop users
- C. the user of dedicated Callpilot ports
- D. the number of mailboxes for agents

Answer: C

QUESTION 41:

Certkiller .com with a Succession 1000 switch plans to implement a Symposium Call server (SCCS) 5.0 in their system. The CALN network connection from the SCCS is used for which purpose?

- A. none, the CLAN is not used with SCCS
- B. communication between the SCCS and the PBX
- C. communication between the SCCS and i2004 internet Telephones
- D. communication between the SCCS, the client PCs and other applications

Answer: D

QUESTION 42:

Based upon the action configuration of the Meridian 1 PBX, what is the maximum number of Record Announcement (RAN) routes supported by the Symposium call center server (SCCS) 5.0?

- A. 240
- B. 512
- C. 750
- D. 3,000

Answer: B

QUESTION 43:

Certkiller .com is running Symposium Express call center (SECC) 4.2 what is the maximum number of DNIS and calling line Ids (CLIDs) supported?

- A. 500 DNIS and 750 CLID
- B. 500 DNIS and 2000 CLID
- C. 2000 DNIS and 500 CLID
- D. a combined total of 200 DNIS and CLID

Answer: B

QUESTION 44:

Symposium Express Call center (SECC) 4.2 would be an appropriate recommendation for a small to mid-size contact desiring what?

- A. ? skills-based routing
- ?agent-skillset priorities including standby

- ?wizard-driven administration
- ?digital collection
- B. ? skills-based routing
- ?agent-skillset priorities including standby
- ?wizard-driven administration
- ?digital collection
- C. skills-based routing
- ?ad hoc agent-skillset assignment changes
- ?wizard-driven administration
- ?multiple real-time displays
- D. ? skills-based routing
- ?agent-skillset priorities including standby
- ?wizard-driven administration
- ?HDX support

Answer: C

QUESTION 45:

A symposium Express Call center (SECC) 4.2 contact center with 10 supervisor clients are logged in and using all default real time displays. How many of the 75 simultaneous real time sessions are being used?

- A. 10
- B. 20
- C. 30
- D. 40

Answer: D

QUESTION 46:

Certkiller .com purchased Symposium Express call center (SECC) 4.2 they already have deployed Succession 1000 Rls. 3.0 which has to be prepared for the SECC 4.2 installation what configuration change in the Succession is required for SECC integration?

- A. Creation of users
- B. Creation of VSDN
- C. Agent-to-skillset assignment
- D. Creation of Ethernet application Module Link

Answer: D

QUESTION 47:

What is the maximum number of active agents versus configured agents in Symposium

Express Call center (SECC) 4.2?

- A. 100 active and 300 configured
- B. 150 active and 300 configured
- C. 150 active and 220 configured
- D. 350 active and 500 configured

Answer: B

QUESTION 48:

What settings does the Symposium Express Call center (SECC) 4.2 call treatment wizard guide the administrator through defining? (Choose two.)

- A. CDN configuration
- B. The skillset assigned to agents
- C. Hours of operation for the contact center
- D. Overflow call handling for callers waiting in queue for an extended period of time
- E. Meridian Mail voice sessions to be opened and voice prompts to be played queuing

Answer: B.E

QUESTION 49:

In order to operate correctly what does the Voice Services Card (VSC) for Symposium Express call center (SECC) 4.2 require?

- A. IP port and an ACD license
- B. ACD license and AST license
- C. A digital TN port and a digital TN assignment
- D. A meridian 1 with a digital line card and an ACD license for each port on the VSC card

Answer: D

QUESTION 50:

Certkiller .com currently has a Symposium Express Call center server (SECC) 4.2 within the next year, the company's contact center will grow to a maximum of 275 agents. At No time in their future will more 175 agents be logged in at one time. They want a few simple scripts similar to what they have now. The customer plans to use Symposium Call center web client 4.5 given SECC features what would make Symposium contact center server (SCCS) 5.0 more suitable?

- A. SECC supports 250 configured agents
- B. SECC supports up to 150 active agents
- C. SECC has a finite set of scripts that can be used

D. SECC and Symposium call center Web client are incompatible

Answer: B

QUESTION 51:

What solution will best satisfy their requirements?

- A. Symposium TAPI 3.0
- B. Symposium web client 4.5
- C. Symposium web center portal 4.0
- D. Symposium express call center 4.2

Answer: D

QUESTION 52:

Certkiller .com has a business scenario which requires collecting drifts from their customers. They have around 25 contact center agents with plans to have another 25 in the next year. Which solution will best meet their requirement?

- A. Symposium web center portal 4.0
- B. Symposium call center web client 4.5
- C. Symposium express call center 4.2 with call pilot 2.5
- D. Symposium express call center 4.2 with services card

Answer: D

QUESTION 53:

For what type of port on the symposium express call center (SECC) 4.2 are estimated wait time, position in queue and announcements available?

- A. MIRAN ports
- B. Callpilot ports
- C. Meridian mail ports
- D. Voice Services card ports

Answer: D

QUESTION 54:

Certkiller .com is planning a Symposium Express call center (SECC) 4.2 deployment for which client resource (S) must disk space be provided?

- A. Operating system free disk space swap file

- B. Operating system free disk space service pack install (with windows NT 4.0)
- C. Operating system free disk space swap file service pack install (with windows XP)
- D. Operating system free disk space Sybases backup swap file service pack install (with windows 2000 Server)

Answer: C

QUESTION 55:

When deploying Symposium Express call center (SECC) 4.2 client software, on what must one copy of the client be loaded?

- A. a dedicated Windows NT 4.0 for workstation PC
- B. on an agent PC for Graphical Real time displays
- C. co-resident with the server software on a windows NT 4.0 server
- D. a windows 2000 Professional PC for general system administration

Answer: C

QUESTION 56:

What type of ports would be used to offer a Symposium call center (SECC) 4.2 caller a messaging option using give ivr command functionality?

- A. MIRAN ports
- B. Interlalia ports
- C. Callpilot ports
- D. Voice services card ports

Answer: C

QUESTION 57:

Certkiller .com purchased Symposium Express call center (SECC) 4.2 they wants to do CTI integration with third party CTI application. Which SECC service is provided for this integration?

- A. Meridian link service
- B. Voice manager service
- C. Telephony manager service
- D. Host data exchange service

Answer: A

QUESTION 58:

Certkiller .com wants to purchase Symposium Express call center. the symon view ll application is a requirement for real-time performance agent dashboard functionality. How does this application communicate with SECC 4.2?

- A. through serial SECC 4.2 interface
- B. through SECC 4.2 real time interface
- C. through SECC real time 4.2 statistic interface
- D. through SECC 4.2 host data exchange interface

Answer: B

QUESTION 59:

Certkiller .com wants to purchase Symposium Express call center (SECC) 4.2 for their contact center. They intend to use callpilot for their voice processing. What are the Callpilot SECC requirements from the SECC point of vies for interconnectivity?

- A. SECC requires a dedicated set of callpilot ports
- B. SECC shares set of ports with Messaging applications
- C. SECC requires dedicated ports for IVR functionality only
- D. SECC requires dedicated ports for RAN functionality only

Answer: A

QUESTION 60:

What additional tool are available to help the agent respond to current Contact conditions within a part of a Symposium call center server (SCCS) 5.0 environment?

- A. agent-display via visible alerts from Symposium web center portal (SWCp).
- B. Agent desktop displays with visual and audible alerts that are accessed via Symposium web client
- C. Agent-accessed real time displays to help agent determine the time to become active in additional skill sets accessed via Symposium web client
- D. Agent skill set assignment access to determine when other in the group should login to task calls during high call volumes accessed VIS Symposium web client.

Answer: B

QUESTION 61:

Certkiller .com is expecting to reuse a decommissioned server to run Symposium Call center web client (SWC) for optimal performance, the average CPU utilization on both the application server and the client should not exceed 70% over at least a 15 minute period what recommendation would you make to reduce the Cup load on the SWC 4.5 server?

- A. Disable anti-virus scanning
- B. Schedule large reports to be printed into file
- C. Perform backup/restore procedures on the network
- D. Configure Real time Display less data.

Answer: D

QUESTION 62:

What is the minimum refresh rate of agent information in seconds that can be configured at the Symposium Call Center Server (SCCS) 5.0 for Symposium Web Client 4.5 users, knowing that it can be adjusted to achieve optimal balance between latency and CPU consumption?

- A. 0.5
- B. 1.5
- C. 2
- D. 5

Answer: A

QUESTION 63:

Certkiller .com has separate discrete business units and wants to keep supervisors from seeing each other's contacts center real time and historical information. Business unit owners do not want supervisors managing each other's agents. From an administrative perspective on Symposium web client (SEC) 4.5, how would you respond to the customer's requirement?

- A. Assign the agent to the supervisor's partition
- B. Notify the agent of their login and the supervisor that monitoring them
- C. Assign full access privileges to the supervisor for the supervisor's partition
- D. Separate the agents into their own agent's partition to ease monitoring by the supervisor

Answer: A

QUESTION 64:

An enterprise wants to provide tools-access to agents to help them manage their time and access to call queues. What automatic feeds from Symposium call center server (SCCE) 5.0 and/or Symposium web client 4.5 are used to provide agent current information on call center call volumes?

- A. Real time display
- B. Call volume display
- C. Agent desktop display

D. Supervisor desktop display

Answer: C

QUESTION 65:

Certkiller .com has multiple Symposium call center server (SCCS) 5.0 locations that were originally managed autonomously Economic changes have since modified the business environment. Supervisors are now required to manage agents of like skills in their 10 locations. What tool (s) will provide a view of the locations to easily permit supervisors to manage their contact center environment from a single location?

- A. SYMON 2000 products on the reader board
- B. Symposium web client with customized public displays
- C. A combination of Symposium classic client and SYMON 2000 reader boards
- D. Symposium classic with real time displays for each of the 10 locations open

Answer: B

QUESTION 66:

In the Symposium web client 4.5 what from of data transmission must be used for proper functioning of Agent Desktop Display?

- A. IP multicast
- B. Standard unicast
- C. Point-to-point unicast
- D. Standard unicast or multicast

Answer: A

QUESTION 67:

Certkiller .com wants their supervisors to access standard/customer reports. What configuration(s) and groups would you recommend?

- A. Contact Center Management and Access to define the report groups to a supervisor
- B. Access and Partition Management to define the report groups for a supervisor
- C. Contact center management to determine what groups are assigned to a supervisor
- D. Partition Management and center Management to define the group assignments for a Supervisor

Answer: B

QUESTION 68:

What software is required on the supervisor PC to access the information from Symposium web client 4.5?

- A. Internet Explorer v.5.01
- B. Internet Explorer v..6.0 SP 1
- C. Netscape Communicator v.4.07
- D. Netscape Communicator v.4.07 SP 1 or greater

Answer: B

QUESTION 69:

A contact center has just upgraded from 3x5 lookup cards to a CRM (Customer Relationship Management) software package. The contact center agent have always gone to the filing system after placing the caller on hold to determine the status of the account. The average talk time has increased to 12 minutes average per call which has required the company to hire more agents. The company wants to use screen-pop functionality improve service. What product (S0 would you recommend?

- A. Symposium TAPI 3.0
- B. Symposium Express call center 4.2
- C. Symposium TAPI 3.0 and Symposium Agent 2.3
- D. Symposium call center server 5.0 , Symposium TAPI 3.0 Symposium Agent 2.3 and Symposium web enter portal 4.0

Answer: C

QUESTION 70:

Certkiller .com wants to set u Symposium TAPI server Provider 3.0 on their Symposium Call center Server 5.0 environment. The site has a Succession 1000M Rls 3.0 installed. How does the Symposium TAPI server provider 3.0 integrate with the Succession 1000M Rls. 3.0?

- A. via the ELAN hub
- B. via the meridian link module
- C. via the signaling server of the Succession 1000M Rls 3.0
- D. via the Symposium server version of meridian Link using Elan

Answer: D

QUESTION 71:

Certkiller .com wants to set up Symposium TAPI server provider 3.0 with their Symposium call center server (SCCS) 5.0 they will also Succession 1000M Rls.3.0 as their PBX. Where does the TAPI server SCCS interface in this configuration?

- A. from the ELAN port to the Meridian link port of the SCCS
- B. from the ELAN port to the TAPI server to the CLAN of SCCS
- C. from the CLAN port to the TAPI server to the CLAN of SCCS
- D. from the ELAN port to the TAPI server to the ELAN between SCCS and PBX

Answer: C

QUESTION 72:

In an environment that contains a Meridian 1, Symposium call center Server (SCCS) 5.0 TAPI service Provider 3.0 and Symposium agent 2.3 what is required to monitor a single line for each agent while they are logged in to provide CTI screen-pop functionality?

- A. Each telephone must be configured and acquired by SCCS
- B. Each agent desktop must have Symposium agent configured
- C. Each agent line must have an AST license in the Meridian switch
- D. Each agent must have at least one valid skill assigned with a priority.

Answer: C

QUESTION 73:

Certkiller .com with fewer than 150 agents wants to purchase Symposium TAPI 3.0 and install Symposium agent on the same server. Which operating systems are supported for this functionality? (Choose two.)

- A. Windows 2000 server
- B. Windows 2003 server
- C. Windows NT 4.0 server
- D. Windows 2000 Professional

Answer: A.B