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Q&A

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Exam : **920-146**

Title : nncss-symposium call center server 5.0

Version : DEMO

1. A customer has Symposium Call Center Server (SCCS) 5.0 with Succession 1000 Rls. 3.0. They purchased CallPilot 2.02 and want to integrate with SCCS. How should the CallPilot agent be programmed to interface with SCCS in CallPilot?

A. Access queue in CallPilot 's SDN table

B. IVR queue in CallPilot switch information window

C. Access queue in CallPilot switch information window

D. Symposium Voice Response application in CallPilot 's SDN table
Answer: D

2. You are attending a SCCS 5.0 pre-installation meeting. The customer asks a question about the configuration of the server prior to the installation date. Which service must be installed on the server prior to performing the SCCS 5.0 installation?

A. IIS and Remote Access Services (RAS)

B. Simple Network Management Protocol (SNMP)

C. Internet Information Services (IIS) and Terminal Services

D. Simple Mail Transport Protocol (SMTP) and Dynamic Host Configuration Protocol (DHCP)
Answer: B

3. A customer's IT department provided you with several IP addresses for use in the Symposium Call Center Web Client configurations, including: ? Symposium Call Center Web Client application server address: 47.12.114.31 ? Symposium Call Center Web Client send IP multicast address: 230.1.0.5 ? Symposium Call Center Server send IP multicast address: 230.1.0.6 ? CLAN IP address: 47.12.114.30 For the Web Client's Real-Time Reporting component to function properly, which IP address should you use for the Web Client application server receiving the IP multicast address?

A. 230.1.0.5

B. 230.1.0.6

C. 47.12.114.30

D. 47.12.114.31
Answer: B

4. A customer has Symposium Call Center Server (SCCS) 5.0 with Symposium Web Client (SWC) 4.5. They want to change some configuration data using SWC. When must you save the new data?

A. when Save button is pressed

B. when Submit button is clicked

C. when browser refresh button is pressed

D. when the row in which data are entered is left by pressing TAB button or clicking on a different row
Answer: D

5. A customer 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

6. A customer has Succession 1000 Rls. 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 TTY port

B. ELAN (16-31)

C. ELAN (0-15)

D. TTY (16-31)
Answer: B

7. A customer 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. Why should you install Simple Object Access Protocol (SOAP) on the SWC Server?

A. SOAP provides for easy acquisition of agents.

B. SOAP aids in the efficient maintenance of the hard drive.

C. SOAP allows for clean communication over modem lines.

D. SOAP allows communication between applications using HTTP.
Answer: D

8. A customer has deployed Symposium Call Center Server (SCCS) 5.0 with Succession 1000 Rls. 3.0 and CallPilot 2.02. To integrate the systems, where must you configure the CallPilot IP CLAN address on SCCS?

A. Configuration

B. Feature Report

C. System Information

D. Server Setup Configuration
Answer: D

9. A customer 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

10. You are at a customer site performing the pre-installation checks on a SCCS 5.0. The server has 512M of memory. It is discovered that the 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 684M maximum on Drive E

C. 512M minimum and 684M maximum on Drive D

D. 768M minimum and 768M maximum on Drive C
Answer: D