

ISLEVER

920-105

NNCSS-Symposium Call Center Server

Install.& Main

DEMO

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QUESTION NO: 1

The Symposium Call Center Server 4.0 Platform Recovery Disk contains the file MigInfo.txt. What is NOT included in this file?

- A. Voice prompts
- B. Server Elan IP address, Server Clan IP address, Server RSM IP address
- C. Keycode, M1 serial number, M1 switch type
- D. Voice connectivity

Answer: A

QUESTION NO: 2

Prior to the Symposium Express 3.0 installation, how should the field engineer configure the CLAN with respect to the ELAN if more than one client PC will be used on the network?

- A. Ensure the two subnets are the same
- B. Ensure the two subnets are different
- C. Ensure the two subnets masks are the same
- D. Ensure the two subnets masks are different

Answer: B

QUESTION NO: 3

A field engineer needs to prepare a Meridian 1 system for a new Symposium Call Center Server 4.0 (SCCS) installation. It will need to be verified that the Meridian 1 ELAN is operational and error free. Which Meridian 1 overlay and command would be used?

- A. LD 137/STAT ELNK
- B. LD 37/STAT ELNK
- C. LD 137/PING ELNK
- D. LD 37/PING ELNK

Answer: A

QUESTION NO: 4

A field engineer is attending a 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 Symposium Call Center Server 4.0 installation?

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- A. SMTP and DHCP
 - B. RAS and SNMP
 - C. IIS and RAS
 - D. IIS and Terminal Services

Answer: B

QUESTION NO: 5

A field engineer is preparing to install Symposium Web Client 4.0 on a Windows 2000 server. Which Window 2000 Server services are mandatory to ensure full Web Client functionality?

- A. Active Directory, SMTP, IIS, Terminal Services
- B. FTP, IIS, SMTP
- C. RAS, Telephony Services, FTP
- D. Active Directory, FTP, RAS

Answer: A

QUESTION NO: 6

On a Symposium network with 1 NCC server and 20 Symposium Call Center Servers there is an average of 15000 calls per hour over the network. The field engineer is trying to collect Network Call By Call Data but finds that the NCC server keeps running out of hard disk space. What could be the possible cause for this?

- A. The NCC server can only handle a maximum of 10000 calls per hour.
- B. There are too many Symposium Call Center Server servers on the network.
- C. The network bandwidth is too slow.
- D. The NCC server needs to be a RAID system to handle this setup.

Answer: A

QUESTION NO: 7

Before you perform software upgrade from these versions of Symposium Web Client (04.00.037.00 to 04.02.011.04 inclusive) to a version downloaded from the Nortel web site, what must you do?

- A. Make sure that SP5 or SP6a is installed before the upgrade.
- B. Download the Microsoft Windows Installer package "CRTEemplates.msi".

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- C. Ensure that Active Directory is installed.
 - D. Ensure Sybase is installed in the Default directory.

Answer: B

QUESTION NO: 8

A customer has decided to install the Symposium Web Client multicast IP address on the company intranet. Which is a valid multicast IP address range on an intranet that can be used as the Symposium multicast IP group?

- A. 225.0.0.0 through 239.255.255.255
- B. 10.0.0.0 through 10.255.255.255
- C. 127.0.0.0 through 127.255.255.255
- D. 47.0.0.0 through 47.255.255.255

Answer: A

QUESTION NO: 9

At a customer site the client PCs use partial Dynamic Host Configuration Protocol (DHCP) to communicate with the server. During a review of the Symposium Call Center Server 4.0 installation the field engineer discovers that the DNS and WINS are not configured. Select the likely consequence of NOT configuring the DNS or WINS.

- A. No scripting changes are sent from the client back to the server.
- B. No client admin changes are sent from the client back to the server.
- C. No real time display information is sent from the server back to the client.
- D. No scheduled report information is sent from the server back to the client.

Answer: D

QUESTION NO: 10

During the Symposium Express Call Center Release 3.0 software installation the customer requires the client application software be installed both as the co-resident client on the server PC and on several standalone client PCs. During the client application installation program on a Standalone client PC is run, which additional software components will the field engineer see were NOT part of the co-resident client installation on the server PC?

- A. SQL Server, pcAnywhere, and Crystal Reports