920-106

NNCSS SYMPOSIUM CALL CENTER EXAM

DEMO

QUESTION NO: 1

If a call center has 109 Symposium Web Client supervisor and administrator users and 900 Agent Desktop Display users, Nortel Networks recommends that you use a minimum of which platform for your application server?

A. Pentium IV, 1.4 GHz or equivalent with a minimum 1.0 Gbytes of RAM
B. Pentium II, 450 MHz processor with a minimum 256 Mbytes of RAM
C. Pentium III, 933 MHz processor with a minimum 256 Mbytes of RAM
D. Pentium III, 733 MHz processor with a minimum 512 Mbytes of RAM

Answer: A

QUESTION NO: 2

A customer reports that Agent Desktop Display and Real Time Display do not function. Which tool can the field engineer use on Symposium Call Center Server to verify that Symposium Call Center Server is multicasting data out to the network?

A. Mrcv.exe
B. RsmCfg.exe
C. Ping
D. MulticastCtrl.exe

Answer: A

QUESTION NO: 3

A customer has a Windows 95 Client and has decided to use it for the Symposium Web Client application. What Client software requirements must be met if the customer runs Agent Desktop Displays?

A. Sybase Open Client v.12
B. Internet Explorer 5.0
C. Windows Socket 2
D. Microsoft Data Access Components (MDAC) v.2.0

Answer: C

QUESTION NO: 4

A field engineer is onsite performing the pre-installation checks on a Symposium Call Center Server 4.0. The server has 512M of memory. It is discovered that the virtual memory settings are still set to the Windows default. Which of the following settings is correct for Symposium Call Center Server 4.0?

A. 512M minimum and 684M maximum on Drive D
B. Allow Windows to control Virtual Memory
C. 524M minimum and 524M maximum on Drive D
D. 524M minimum and 684M maximum on Drive E

Answer: C

QUESTION NO: 5

Double-clicking on the Symposium Web Client setup.exe file on the Symposium Web Client CD, or if the setup is launched automatically, the Terminal Services Install dialog box appears. This occurs because Terminal Services must be in install mode before the application is installed. What must the field engineer do to switch Terminal Services to install mode and install Symposium Web Client?

A. Start menu/Settings/Control Panel and select Add/Remove programs
B. Start menu/Run than type DCPromo
C. Start menu/RUN than browse CD to setup.exe
D. Start menu/Programs/Administrative tools/Computer management

Answer: A

QUESTION NO: 6

In a SCCS Web Client environment the real-time-display is not responding while report generation works fine. What is a possible fix?

A. ensure ELAN connectivity
B. ensure the web client application server is functional
C. ensure the workstation has sufficient memory
D. ensure multicast is enabled on the CLAN

Answer: D

QUESTION NO: 7

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. DMI, Sybase, and ODBC
B. MAS Client Base, SMI Workbench, and NCC Reports
C. SQL Server, pcAnywhere, and Crystal Reports
D. MAS Platform, RAS, and SNMP

Answer: A

QUESTION NO: 8

A customer has 3 Symposium Call Center Server 4.0 (SCCS) Systems Networked together through 1 NCC, and has configured and is using 10 Network Skillsets through the NCC. What is the maximum number of Local Skillsets and additional Network Skillsets that can be configured on each of the SCCS 4 systems under this configuration?

A. 300 Local Skillsets and 20 additional Networks Skillsets
B. 300 Local Skillsets and 40 additional Network Skillsets
C. 300 Local Skillsets and 10 additional Network Skillsets
D. 300 Local Skillsets and no additional Network Skillsets

Answer: B

QUESTION NO: 9

What are the primary reasons for performing a platform migration on a Symposium Call Center Server 4.0? (Choose two.)

A. To help with trouble shooting
B. To change the release of hardware
C. To recover from a hardware failure
D. To change to a different server with increased capacity
E. To change software

Answer: C,D