

ISLEVER

920-118

NNCSS-Symposium Call Center TAPVAgent
install & Maint

DEMO

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QUESTION NO: 1

A customer will be implementing TAPI 2.3 and has purchased the Meridian Link option. The server has been named NTTAPI and the Domain Name is NORTEL. In addition to this, Domain user "Tapi_Admin" has been created on the NORTEL Domain for use with the TAPI Server. What user ID should the field engineer log on with to install the TAPI application?

- A. NTTAPI\Administrator
- B. NTTAPI\Guest
- C. NORTEL\Tapi_Admin
- D. NORTEL\Administrator

Answer: A

QUESTION NO: 2

A field engineer is troubleshooting a Symposium TAPI Server 2.3. The IVR call data is never available at the client application. Using the Logger Utility the field engineer discovers that the call data from the IVR is not being associated with any existing Call IDs. What should be done to resolve this malfunction?

- A. Configure the IVR system and the TAPI Server to a new port.
- B. Check network connectivity between TAPI server and the IVR system.
- C. Monitor/acquire the IVR lines with TAPI server.
- D. Stop and restart the processes on the IVR system.

Answer: C

QUESTION NO: 3

When installing Sybase for Symposium Agent 2.3, an output file can be generated for each SQL script executed. Where on the hard disk should the field engineer look to check the output file to ensure that all scripts are executed successfully?

- A. C:\Nortel\Sybase\NNDBCfg
- B. C:\Nortel\Server\NNDBCfg
- C. C:\Nortel\Sybase\ScriptCfg
- D. C:\Nortel\Server\ScriptCfg

Answer: B

QUESTION NO: 4

When uninstalling Symposium Agent Client, the field engineer must first remove which program?

- A. NNLaunch
- B. NNLogin
- C. TCMSetup
- D. TCMAPP

Answer: B

QUESTION NO: 5

Call Center agents have been granted access to TNs using TCMAPP on a TAPI Server 2.3. However, when launching their TAPI clients, they still do not have access to the TNs. What file can be checked to ensure that these permissions have been granted to these agents?

- A. M1spdb.mdb
- B. Overflow.log
- C. Tsec.ini
- D. License.dat

Answer: C

QUESTION NO: 6

A customer is considering adding Symposium TAPI Server 2.3 solution to a Call Center. With respect to connectivity, how will this affect the telephone at the user's desktop?

- A. The telephone is not physically connected to the switch and is not physically connect to the PC.
- B. The telephone is physically connected to both the switch and the PC.
- C. The telephone is physically connected to the switch, but is not physically connected to the PC.
- D. The telephone is not physically connected to the switch , but is physically connect to the PC.

Answer: C

QUESTION NO: 7

TAPI 2.3 has been installed on client PCs running Windows 95A . In order to allow the Windows 95A client PC to communicate to the TAPI Server across the customers network what action must the field engineer take?

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- A. Install TAPI Remote Service Provider Version 2.1 from Microsoft to the Windows 95A client
 - B. Install the LICENSE.DAT to the Windows 95A client
 - C. Install SAADMIN.EXE to the Windows 95A Client
 - D. Install ACDPROXY.EXE to the Windows 95A Client

Answer: A

QUESTION NO: 8

After installing Symposium Agent, the field engineer finds that event and call logging information is not available. Which services was not set to start automatically after the server was installed?

- A. All Sybase Services
- B. Telephony Service and Nortel SA Call Monitor Service
- C. Nortel SA Call Monitor Service and Nortel SA Watchdog Service
- D. Telephony Service and Nortel SA Watchdog Service

Answer: C

QUESTION NO: 9

While executing TAPI 2.3 installation procedures the License Manager does not come up automatically. Which two are useful troubleshooting tools for resolving License Manager installation problems?

- A. TCMsetup and TCMapp
- B. FLEX License Manager and Debug.log
- C. Logger and Debug.log
- D. Logger and TAPI Browser

Answer: B

QUESTION NO: 10

TAPI Service Provider 2.3 has resident logging capabilities. Within the logging application, the field engineer can create and edit logging styles to capture selected items. Which of the following Log Styles cannot be edited or deleted?

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