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920-119

NNCSS-Symposium Call Center TAPI/Agent

DEMO

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QUESTION NO: 1

Following the installation of TAPI 2.3 the TAPI server is functioning normally. However, TAPI Server network connectivity to the PBX is sometimes lost. What TAPI server configurable item is needed for unattended recovery?

- A. Polling set to 1 or greater
- B. HLOC is set to the HLOC defined in PBX
- C. Host Port set to 5000
- D. Log Style Number set to 1

Answer: A

QUESTION NO: 2

A field engineer discovers during a post-installation quality check that TAPI is not communicating with Symposium Call Center Service 4.0. Which service on Symposium Call Center Server should be verified first?

- A. HDC
- B. MLSM
- C. ASM
- D. VSM

Answer: B

QUESTION NO: 3

After running for a few hours TAPI and Symposium Agent stop working for an unknown reason. After reviewing the configuration of respective products and checking the logs, the field engineer does not see anything wrong and can not explain why this problem is happening. After powering off the TAPI and Symposium Agent server, the field engineer can however ping the TAPI server address. Select the most probable cause.

- A. The IP address of TAPI is stored on a DNS somewhere and it is returned to the ping request.
- B. The IP network has a duplicate address.
- C. The subnet gateway answers the ping request on behalf of the TAPI server.
- D. The address is always persistent on an IP network as described in RFC2374.

Answer: B

QUESTION NO: 4

A field engineer is trouble shooting a Symposium TAPI Server 2.3 where the customer is losing call data. They explain that the call entering the Call Center and waiting in ACD Queue for more than 10 minutes does not contain call data. Calls answered at 5 minutes are fine. Using the Logger Utility provided with TAPI Server, it shows Call Data destructors are occurring. What does this indicate?

- A. The Life Span Time timer is set to 10 minutes.
- B. The Life Span Time timer is set to 5 minutes.
- C. The system clock is not set correctly.
- D. The default Provider parameters should have been accepted.

Answer: A

QUESTION NO: 5

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

Answer: D

QUESTION NO: 6

A customer is installing a TAPI custom application for screen-pop on agents PCs running Windows 98. After completing the install, initial testing shows that the screen-pop does not work on any of the PCs. What is the most likely cause?

- A. Windows 98 does not support TAPI 2.1 client/server applications natively.
- B. The TCMSETUP /c <server> has not been executed on agents PC's to establish the relationship with the server as required by the Microsoft architecture.
- C. The workstations all require the Microsoft TAPI 2.1 client patch.
- D. The customer has to upgrade PC's to Windows 2000 Pro because it is not supported on Windows 98.

Answer: B

QUESTION NO: 7

A field engineer has been tasked to obtain logs from the Symposium Agent Server 2.3 using Symposium Agent Database Monitor Utility. Which switch would the customer use in conjunction with this utility to write Symposium Agent logs to a file?

- A. Sadbmon.exe -F (Destination file)
- B. Dbmon.exe -F (destination file)
- C. Dbmon.exe >>(Destination File)
- D. Sadbmon.exe -W (Destination File)

Answer: A

QUESTION NO: 8

The field engineer is installing Symposium Agent 2.3, which is co-resident with TAPI on a Windows 2000 server. The Sybase 12 installation hangs for no apparent reason. What is the most probable cause of this problem?

- A. MDAC 2.1 or higher has not been installed.
- B. Sybase and the TAPI IVR/Networking option are using the same TCP port 5000.
- C. The server has a bad hard disk.
- D. Sybase needs to be installed in a separate partition.

Answer: B

QUESTION NO: 9

A field engineer is installing the Nortel TAPI Server 2.3 SP for Meridian 1 and the customer is using IVR. How many LAN cards are required on a TAPI 2.3 Server in a direct connect configuration?

- A. 3
- B. 2
- C. 1
- D. 4

Answer: B