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920-130

NNCSS-Symposium Express Call Center 4.2

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QUESTION NO: 1

A customer with Symposium Express Call Center wishes to install third party software on their Symposium Express Call Center server but is unsure which applications Nortel Networks recommends. Which application is NOT recommended?

- A. disk compression software
- B. antivirus software
- C. pcAnywhere software
- D. Smartstart utilities

Answer: A

QUESTION NO: 2

A customer has installed a Symposium Express Call Center (SECC) client on a desktop PC. The SMI workbench is installed as part of the SECC client installation. How would you launch the SMI workbench to connect to the SECC server from the desktop PC?

- A. from Startup Menu
- B. from Startup Menu, Windows Explorer or Internet Explorer
- C. from Startup Menu or Windows Explorer
- D. from Start up menu, Windows Explorer or Desktop shortcut

Answer: D

QUESTION NO: 3

A customer with a Symposium Express Call Center system wishes to perform a server migration to a server with higher capacity. The new server is compatible and installed. To avoid service interruptions or data loss, what is a good practice to follow?

- A. Always open two Data Migration Utility windows.
- B. Always add extra partitions to new server Hard Disk Drive.
- C. Always copy database to a partitioned Temp file.
- D. Always create and follow a migration checklist.

Answer: D

QUESTION NO: 4

A customer has a Symposium Express Call Center (SECC) 3.0 and wants to upgrade to SECC 4.2. What unique step is required in the upgrade procedure that is applicable only when upgrading from SECC 3.0?

- A. Export client data from the existing co resident client.
- B. Update scripts.
- C. Install the latest Service Update pack and any required PEPs on the server.
- D. Perform database backup .

Answer: B

QUESTION NO: 5

When upgrading a SECC Client you get an error "cannot overwrite C:\Nortel\lccm\En\crp32.dll."
What must be done previous to the upgrade to resolve this issue?

- A. This error is intermittent and if it occurs it can be cancelled and ignored.
- B. Make sure that SP5 or SP6a is installed before the upgrade.
- C. Ensure Report Listener is closed down before upgrading the client.
- D. Remove all Client peps and reboot the Server.

Answer: C

QUESTION NO: 6

A customer working a third-party program with a Symposium Express Call Center system has a blue screen after installing pcAnywhere software. What is the most likely resolution for this problem?

- A. PcAnywhere software is not compatible. Uninstall pcAnywhere, restart server.
- B. Uninstall Smartstart utilities, restart server.
- C. Uninstall antivirus software, restart server.
- D. Uninstall third-party software (word processing, graphics), restart server.

Answer: D

QUESTION NO: 7

The Voice Services option has been purchased for the new Symposium Express Call Center system. The field engineer has been tasked to configure 16 DSP ports on the Symposium Express Voice Services card. Other than the Voice Services card, what additional hardware will the field engineer need to configure, and where will it be installed in order to meet this requirement?

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- A. Install one additional external NTFG95 DSP module PCMCIA card in the internal slot B: that in addition to the onboard DSP ports will provide a total of 16 ports.
 - B. Install two additional external NTFG95 DSP module PCMCIA cards in card slots D1 and D2 to provide a total of 16 DSP ports.
 - C. Install one additional external NTFG95 DSP module PCMCIA card in card slot D1 that in addition to the onboard DSP ports will provide a total of 16 ports.
 - D. No additional hardware is required; the Voice Services card has 16 DSP ports onboard.

Answer: C

QUESTION NO: 8

During a system test the Symposium Express Call Center greeting or wait announcement is not played and the caller continues to hear ring back or the next appropriate greeting. What Voice Services announcement should the field engineer check?

- A. That the call treatment is configured properly.
- B. The announcement file (.sbc file), could have been renamed, deleted, or restored out of synchronization.
- C. The announcement file (.sbd file), could be linked to the call treatment out of synchronization.
- D. The announcement file (.sba file), could have been renamed or restored out of synchronization, or corrupted.

Answer: B

QUESTION NO: 9

A field engineer has been tasked to record call treatments for the Voice Services card that was purchased with the Symposium Express Call Center. When recording call treatments on the Symposium Express Voice Services card, where are the call treatment recordings stored?

- A. On a tape in the Tandberg TCD4220 tape drive connected to the Symposium Express Call Center server PC.
- B. On either of the two memory flash banks on the Symposium Express Voice Services Card.
- C. On the ATA hard drive PCMCIA card installed either in slot A: on the front panel or in the internal slot B.
- D. On the NTFG95 DSP module PCMCIA cards installed in slots D1 and D2.

Answer: C