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920-131

NCSS-Symposium Express Call Center

Installation&Maint 4.2

DEMO

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QUESTION NO: 1

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: 2

When configuring the customer-supplied computer intended for use as the server PC prior to a new Symposium Express Call Center installation, the field engineer finds that the customer has supplied a Token Ring Network Interface Card (NIC) connection to the ELAN. What action should the field engineer take?

- A. Leave the Token Ring NIC card as is since the ELAN can be either Token Ring or Ethernet depending on the customer's local area network requirements.
- B. Remove the Token Ring NIC card and use the serial port COM1 for the connection to the ELAN.
- C. Replace the Token Ring NIC card with a 10 BaseT Ethernet network interface card for connection to the ELAN.
- D. Replace the Token Ring NIC card with a 155Mbps OC-3 network interface card for connection to the ELAN

Answer: C

QUESTION NO: 3

A customer purchased a Voice Service (VS) Card for their Symposium Express Call Center (SECC). A technician is ready to configure the VS Card installed in a Meridian 1. What is the first step the technician will take in configuring the VS Card?

- A. Save the VS card switch configuration information from the switch into a text file.
- B. Enable the VS Card on Meridian 1.
- C. Add and acquire the Voice Services voice ports in the SECC 4.2 Server.

D. Enter VS Card keycode using VS Configuration Utility.

Answer: D

QUESTION NO: 4

A customer has a Symposium Express Call Center (SECC) 4.2. They want to back up their database to a remote directory on a network computer. Two Windows user accounts have to be created on a network computer and server for remote backup purposes. What are the rules for those two Windows user accounts?

- A. Both accounts have to be identical, only the account on the server must have local admin privileges.
- B. Both accounts have to be identical with local admin privileges.
- C. Both accounts have to be identical, only the account on the network computer must have local admin privileges.
- D. The accounts do NOT have to be identical, but both must have local admin privileges.

Answer: B

QUESTION NO: 5

After the field engineer has completed the installation of the Symposium Express Call Center software on the customer-supplied server and client PCs, the current Product Enhancement Packages (PEPs) must be installed. One of the PEPs that must be installed is named NS030121G003C. On which computer or computers will this PEP be installed?

- A. the server PC with the co-resident client and the standalone client PCs
- B. the standalone client PCs only
- C. the server PC only
- D. the server PC with the co-resident client only

Answer: A

QUESTION NO: 6

A field engineer is preparing for the installation of the Symposium Express server software. Select the valid naming conventions used for the Meridian 1 system name.

- A. First character must be alphabetic, can be up to 18 characters and a period (.) can not be used.
- B. First character must be alphabetic, can be up to 80 characters and a period (.) can be used.

C. First character can be alphabetic or numeric, can be up to 80 characters and a period (.) can be used.

D. First character can be alphabetic or numeric, can be up to 80 characters and a period (.) can not be used.

Answer: B

QUESTION NO: 7

A field engineer has just completed the installation of a Symposium Express Call Center (SECC). The SECC Client was also installed on a supervisor's workstation. The supervisor logged in but can not run any ad-hoc reports. What is the most likely cause for this problem?

A. SECC 4.2 Server and workstation are not on the same subnet.

B. Sybase is not installed on SECC Client.

C. Bindings of network cards in SECC 4.2 Server is not correct (AML, CLAN, RAS).

D. Bindings of network cards in SECC 4.2 Server is not correct (CLAN, ELAN, RAS).

Answer: D

QUESTION NO: 8

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?

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. No additional hardware is required; the Voice Services card has 16 DSP ports onboard.

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. Install two additional external NTFG95 DSP module PCMCIA cards in card slots D1 and D2 to provide a total of 16 DSP ports.

Answer: C

QUESTION NO: 9

A field engineer is preparing to use the "import configuration data" wizard to add to the Symposium Express Call Center database automatically. What information is brought into the server using the "import configuration data" wizard?
