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# 920-146

nncss-symposium call center server 5.0

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**QUESTION NO: 1**

A customer has a Symposium Call Center Server (SCCS) 5.0 and is installing a Symposium Web Client (SWC) 4.5 to operate on a Windows 2000 Advanced Server. To use the Historical Reporting and Contact Center Management components of SWC, what should you install before the SWC software?

- A. RTD Multicast Configuration
- B. Microsoft Active Directory Application Mode (ADAM)
- C. Sybase Open Client version 12.5
- D. Microsoft Reporting Module

**Answer: C**

**QUESTION NO: 2**

You are dispatched to a customer site to work on a SCCS 5.0 after the customer made configuration changes to it. The customer added a new department to the contact center and involved scripts that play voice segments to the callers using Meridian Mail access ports. The reported issue is that all of the scripts referencing voice segments nine and higher in File two are playing the wrong messages. What is the first step you should do to isolate this issue?

- A. Test the access link to the SCCS using the Tools Menu in Meridian Mail.
- B. Complete a backup on the Meridian Mail system and reboot it.
- C. Look for an access voice port from the Meridian Mail system that has become de-acquired.
- D. Verify that the customer did NOT delete voice segment nine in File two using the Voice Prompt Editor of the SCCS 5.0 Client PC.

**Answer: D**

**QUESTION NO: 3**

A customer has Symposium Call Center Server (SCCS) 5.0 and Symposium Web Client (SWC) 4.5. What is required for Agent Desktop Display to function? (Choose two.)

- A. Unicast
- B. Real-Time Reporting component
- C. Emergency Help component
- D. Contact Center Management component
- E. Multicast

**Answer: B,E**

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**QUESTION NO: 4**

A customer has Symposium Call Center Server (SCCS) 5.0 with Symposium Web Client (SWC) 4.5. They have to configure the browser on desktop PC for Web Client access. What is the proper way of configuring security for web browser?

- A. SWC URL must be configured as a trusted site and all cookies can be disabled.
- B. SWC URL must be configured as a trusted site and all cookies must be enabled.
- C. SWC URL does NOT have to be configured as a trusted site and all cookies can be Disabled .
- D. SWC URL does NOT have to be configured as a trusted site and only cookies can be disabled .

**Answer: A**

**QUESTION NO: 5**

In a contact center environment using Symposium Web Client, you observe a slow real-time-display response from one of the many Symposium Web Client workstations. However, the word processor program on the workstation is responding properly. What is the most likely cause of this issue?

- A. an overload on the Symposium Web Client application server CPU
- B. an overload on the Symposium Web Client workstation
- C. on overload on the Symposium Web Client workstation subnet
- D. an overload on the Symposium Web Client application server subnet

**Answer: C**

**QUESTION NO: 6**

A customer installed Symposium Web Client (SWC) 4.5 on a Windows 2003 server to manage Symposium Call Center Server (SCCS) 5.0. The servers can communicate with other servers/PC using either multicast or unicast data. When choosing this option on the server, what is the proper configuration?

- A. SCCS sends multicast data to SWC, which then sends only unicast data to desktop PCs.
- B. SCCS sends unicast data to SWC, which then sends either multicast or unicast data to desktop PCs.
- C. SCCS sends multicast data to SWC, which then sends either multicast or unicast data to desktop PCs.
- D. SCCS sends multicast data to SWC, which then sends only multicast data to desktop PCs.

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**Answer: C**

**QUESTION NO: 7**

A customer has Symposium Web Client (SWC) 4.5 installed on Windows 2003 server. They want to enable Secure Sockets Layer (SSL) on the server. What is the required procedure?

- A. Enable digital Web Server Certificate for the SWC IIS default web site.
- B. Install digital Web Server Certificate on server and client PCs.
- C. Obtain and Install a digital Web Server Certificate for the SWC IIS default web site.
- D. Configure IIS for SSL

**Answer: C**

**QUESTION NO: 8**

A customer wants to install Symposium Call Center Server (SCCS) 5.0 on a Windows 2000 Server. Which condition must be met regarding the computer name?

- A. The computer name and the DNS host name must NOT match.
- B. The computer name must be in lower case letters.
- C. The computer name and the DNS host name must match.
- D. The computer name and the DNS host name must match exactly, to include upper case and lower case letters.

**Answer: D**

**QUESTION NO: 9**

A customer has a Symposium Call Center Server (SCCS) 5.0 with a Meridian Mail 13. They reported an issue with playing recorded voice segments in SCCS scripts. The scripts were functioning properly; however, the recorded voice segments stopped playing and would not restart. GIVE IVR treatment works fine as far as the scripting is concerned. What is the most likely cause of this issue?

- A. The Meridian Mail mailbox password is expired.
- B. The Meridian Mail system has insufficient voice ports to support the demands of contact center traffic
- C. The access link between the Meridian Mail and the SCCS is experiencing synchronization issues.
- D. The Access ports are corrupted.