# ISLEVER

# 920-170

symposium call center server 5.0 applicaiont developer

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**QUESTION NO: 1**

A customer has a Symposium Call Center Server (SCCS) 5.0 installed. A supervisor wants to schedule and print reports using a SCCS Client on his/her PC. What is the mandatory requirement for running scheduled reports on a SCCS client?

A. The supervisor must be logged in to SCCS Client.
B. The supervisor must print the scheduled reports on a local printer.
C. The supervisor's PC must be turned on.
D. The supervisor must print the scheduled reports on a network printer.

**Answer: C**


**QUESTION NO: 2**

A customer is using Symposium Call Center Server (SCCS) 5.0. What is the Network Automatic Call Distribution (NACD) configuration requirement for all network nodes?

A. Networking parameters for ISDN must be consistent throughout all nodes or switches in the system with respect to Network ACD
B. Networking parameters for ESN must be consistent throughout all nodes or switches in the system with respect to Network ACD
C. Networking parameters for ISDN and ESN must be unique for each node or switch in the system with respect to Network ACD
D. Networking parameters for ISDN and ESN must be consistent throughout all nodes or switches in the system with respect to Network ACD

**Answer: D**


**QUESTION NO: 3**

A customer has Symposium Call Center Server (SCCS) 5.0 with CS 1000 Rls. 4.0 and Meridian Mail 13. They want to use the Access Link between Meridian Mail and the SCCS for advanced voice-processing functionalities. Which settings in SCCS should you use to configure Meridian Mail mailbox Directory Number (DN) and the mailbox password?

A. Skillset Global Settings
B. IVR ACD-DN Global Settings
C. CDN Global Settings
D. Phonesets Global Settings

**Answer: B**

**QUESTION NO: 4**

A customer has a Symposium Call Center Server (SCCS) 5.0 with CallPilot. Which voice-processing scripting commands can be used when digit collection is required from callers?

A. Open/End Voice Session
B. Give IVR
C. Give Controlled Broadcast Announcement
D. Give RAN

**Answer: A**


**QUESTION NO: 5**

Which statistical fields are only available when creating a user-defined Network Control Center (NCC) Consolidated Skillset Real-Time Display (RTD)?

A. Network Calls Waiting, Agent on Network Skillset Call, and Network Calls Answered
B. Network Calls Offered, Agent on Network Skillset Call and Network Calls Waiting
C. Network Calls Waiting, Network Calls Answered and Network Calls Offered
D. Network Out Calls Waiting, Network Out Calls Answered, and Network Out Calls Abandoned Delay

**Answer: A**


**QUESTION NO: 6**

A customer has a Symposium Call Center Server (SCCS) 5.0 and a Symposium Web Client 4.5. Their administrator wants a user to see the Configuration window entries. After assigning the user basic access to the configuration component, what else must the administrator do?

A. Assign the user an access class that includes at least one of the configuration access class elements.
B. Assign the user a partition that includes all configuration elements in an access class defined for that user.
C. Assign the user a partition that includes all configuration elements.
D. Assign the user an access class that includes all access class elements with at least read-only privileges.

**Answer: A**

**QUESTION NO: 7**

In a Symposium Call Center Server (SCCS) 5.0 application, which of the following section will interrupt recorded announcement and immediately direct a call to an agent assigned to the sales_sk skillset when an agent becomes available?

A. GIVE RAN WAIT 2 QUEUE TO SKILLSET sales_sk
B. QUEUE TO AGENT sales_sk WAIT 2 GIVE RAN
C. QUEUE TO SKILLSET sales_sk WAIT 2 GIVE MUSIC
D. QUEUE TO SKILLSET sales_sk WAIT 2 GIVE RAN

**Answer: D**


**QUESTION NO: 8**

Which entry is part of the user-defined Symposium Call Center Server 5.0 report header?

A. company name
B. report page number
C. administrator's name
D. print date/time

**Answer: A**


**QUESTION NO: 9**

A customer with Symposium Call Center Server (SCCS) 5.0 wants to verify that if a call is queued to network skillset service_sk, it will then be sent to local skillset support_sk if it's NOT . Which scripting section will perform this action?

A. IF (PRIORITY IN NETWORK QUEUE service_sk = 0) THEN REMOVE FROM NETWORK SKILLSET service_sk QUEUE TO NETWORK SKILLSET support_sk WAIT 10 END IF
B. IF (PRIORITY IN NETWORK QUEUE service_sk = 0) THEN IF NOT OUT OF SERVICE support_sk THEN QUEUE TO SKILLSET support_sk ELSE ROUTE CALL mailbox_gv END IF WAIT 10 END IF
C. IF (PRIORITY IN NETWORK QUEUE service_sk = 6) THEN IF NOT OUT OF SERVICE support_sk THEN QUEUE TO SKILLSET support_sk ELSE ROUTE CALL mailbox_gv END IF WAIT 10 END IF
D. IF (PRIORITY IN NETWORK QUEUE service_sk = 0) THEN QUEUE TO NETWORK SKILLSET support_sk WAIT 10 END IF