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nncds-symposium contact center poftfolio

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QUESTION NO: 1

When comparing the features and capabilities of the Symposium Express Call Center (SECC) 4.2 to the Symposium Call Center Server (SCCS) 5.0, which three statements are TRUE? (Choose three.)

A. Both servers provide Host Data Exchange (HDX).
B. SECC has an automated scripting agent, SCCS does NOT.
C. SECC connects to the Succession 1000M Cabinet.
D. SECC is scaled to accommodate about 75% fewer trunks than SCCS.

Answer: B,C,D

QUESTION NO: 2

A customer has Symposium Call Center Server (SCCS) 5.0 and Succession 1000M Rls. 3.0. The customer wants three options for an agent to communicate with customers: e-mail, text chat, and telephone. In addition to TAPI SP 3.0, what other product would you recommend?

A. Symposium Agent 2.3
B. Symposium Web Center Portal 4.0
C. Symposium Web Client 4.4.5
D. SCCS performs this function with software package 350

Answer: B

QUESTION NO: 3

When deploying Symposium Express Call Center (SECC) 4.2 client software, on what must one copy of the client be loaded?

A. on an Agent PC for Graphical Real Time Displays
B. a Windows 2000 Professional PC for general system administration
C. co-resident with the server software on a Windows NT 4.0 server
D. a dedicated Windows NT 4.0 for Workstation PC

Answer: C

QUESTION NO: 4

In order to operate correctly, what does the Voice Services Card (VSC) for Symposium Express Call Center (SECC) 4.2 require?

A. a Meridian 1 with a digital line card and an ACD license for each port on the VSC card

B. IP Port and an ACD license

C. a digital TN port and a digital TN assignment

D. ACD license and AST license

Answer: A

QUESTION NO: 5

A customer currently has a Symposium Express Call Center Server (SECC) 4.2. Within the next year, the company's contact center will grow to a maximum of 275 agents. At NO time in their future growth will more than 175 agents be logged in at one time. They want a few simple scripts similar to what they have now. The customer plans to use Symposium Call Center Web Client 4.5. Given SECC features, what would make Symposium Contact Center Server (SCCS) 5.0 more suitable?

A. SECC and Symposium Call Center Web Client are incompatible.

B. SECC supports up to 150 active agents.

C. SECC has a finite set of scripts that can be used.

D. SECC supports 250 configured agents.

Answer: B

QUESTION NO: 6

A customer wants to set up Symposium TAPI Server Provider 3.0 on their Symposium Call Center Server 5.0 environment. The site has a Succession 1000M Rls. 3.0 installed. How does the Symposium TAPI Server Provider 3.0 integrate with the Succession 1000M Rls. 3.0?

A. Via the Symposium Server version of Meridian Link using ELAN.

B. Via the ELAN hub.

C. Via the Signaling Server of the Succession 1000M Rls. 3.0.

D. Via the Meridian Link Module.

Answer: A

QUESTION NO: 7

A customer with a Succession 1000 switch and Symposium Call Center Server (SCCS) 5.0 (running CCS 200 level software), is planning to purchase a Symposium Web Center Portal (SWCP) 4.0 server to ensure that contacts via their Web site can be routed based on who the caller is and who is best suited in the contact center to provide support In addition to other criteria

what condition(s) must be verified before deploying the Symposium Web Center Portal server?

A. All Agent Desktops have been customized to insure Host Data Exchange (HDX) service is active.
B. The requirements dictate a total custom solution be provided.
C. The SCCS is running the Host Data Exchange (HDX) service.
D. The Symposium Web Center Portal Center server is running the Host Data Exchange (HDX) service.

Answer: C

QUESTION NO: 8

A customer is planning a Symposium Web Center Portal (SWCP) 4.0 installation which is to be integrated with their existing Symposium Contact Center system. What are some of the benefits for the contact center agents who use SWCP 4.0?

A. View, respond to, and track e-mail requests in place of telephone calls.
B. View, respond to, and track enterprise web page visits via the Internet.
C. View logs, OMs, alarms, manage network devices and route traffic via the Internet.
D. View, respond to and track multimedia requests blended with telephone calls.

Answer: D

QUESTION NO: 9

A customer wants to purchase Symposium Call Center Server (SCCS) 5.0. Which tool is used to determine the number of ports required to support Give IVR, Collect Digits and Controlled Broadcast?

A. System Monitor window
B. Symposium Capacity Tool
C. Meridian Configuration Tool
D. Configuration utility

Answer: B

QUESTION NO: 10

When integrating CallPilot with Symposium Call Center Server (SCCS) 5.0, what must be considered in the design plan?