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QUESTION NO: 1

A customer just installed a Contact Center that contains these components: ? Meridian 1 Option 61C ? SCCS 4.2 ? Co-Resident Symposium TAPI SP 2.3 and Symposium Agent 2.3 ? VPS/is IVR Server 5.4.1 and Peri-Link server 2.090 ? Agent PCs During the system integration test IVR call data is not being received by the Symposium TAPI SP. Which troubleshooting step would NOT provide you with the information to solve this problem?

- A. Check to verify there is no conflict on TAPI/IVR Host Server Port Address.
- B. Check to verify that the IP address of the Peri-Link Server is configured on the TAPI server.
- C. Check to verify if the IP address of the TAPI server is configured on the Peri-Link Server.
- D. Check to verify local IVR lines are AST ed and IAPG ed on Meridian .

Answer: B

QUESTION NO: 2

Given the following network information: ? A customer has Symposium Agent 2.3 to implement soft phone functionality. ? They have a web server and web directory set up. ? They created a Call Rule to deliver all telephony information to agents' desktops through agentTab . ? Call Rule is executed when a call is presented to agents' phone sets. ? The following day lunch agents report that agentTab is no longer populated with call statistics. What is the first step in troubleshooting this problem?

- A. Restart agents' desktops.
- B. Restart SA server.
- C. Verify that SA Watchdog service is running.
- D. Verify that SA Call Monitor service is running.

Answer: D

QUESTION NO: 3

Given the following network information: ? A customer has a Meridian 1 IP enabled Option 11C 25.40B with SCCS 4.2 and Symposium TAPI SP 2.3.1. ? A Symposium TAPI SP controls 80 call center telephones. ? Periodically, they receive the error message apisrv.exe unable to locate DLL? ? DSLVUYH[HXQDEOHWRORFDWH// and the TAPI server then stops functioning. What is the solution for this problem?

- A. Restart the server to enable the system to locate the DLL file.
- B. Restart ACD Proxy Service.
- C. Logout and log back in.

D. Restart Telephony Service.

Answer: A

QUESTION NO: 4

Given this network architecture: ? A multisite Contact Center with four CSE 1000 nodes networked together. ? Each site has SCCS 4.2 installed. ? The central site with the NCC has a Symposium Web Client 4.0 installed on a dedicated application server. ? Web Client PCs are being used to obtain Real-time Statistics to monitor the performance and activities of the system. CPU utilization on these systems is a concern. The customer wants changes for real-time displays in order to reduce the load on the servers. You have both decided that information output to Web Client PCs every 30 seconds will be sufficient, and that this should be used for all private real-time displays created. In addition, ensure that every time the Real-time Statistics are refreshed on client PCs, new data is presented to the screens. The following are the values that are currently defined: ? SCCS Multicast Rate = 5000ms ? Symposium Web Client Output Rate = 5000ms Transform Rate = 1000ms ? Client PCs Refresh Rate = variable, defined in the private real-time displays Which two settings should be modified in the configuration? (Choose Two.)

- A. Modify the multicst data rates.
- B. Move the NCC to another location.
- C. Modify the refresh rates of the real-time displays.
- D. Remove the NCC to another loction based on the number of users on the system.

Answer: A,C

QUESTION NO: 5

Given the following information: ? A company has a Succession CSE 1000 2.0, SCCS 4.2, Symposium Web Center Portal (SWCP) 3.0 and Symposium TAPI SP 2.3. ? They decide to uninstall SWCP due to database corruption and run a fresh installation afterwards. ? As part of the installation procedure they have to uninstall Sybase. ? All Sybase services are stopped while logged in as local admin. What is the next step before running the uninstall routine from the Sybase CD?

- A. Disable all Sybase services.
- B. Restart machine to release DLLs.
- C. Remove Adaptive Server, Backup Server and Monitor Server from Program\Sybase\Server Config.
- D. Set all Sybase service in manual start mode.

Answer: C

QUESTION NO: 6

Given the following network information: ? A customer has a Meridian 1 Opt 81C, SCCS 4.2, Symposium TAPI SP 2.3.1 and Symposium Agent 2.3. ? They have 70 agents configured on the TAPI SP. ? They added 10 more agents into their call center group. ? They captured some requested information from the Meridian 1 and used the TAPI conversion tool to upload new agents' data into the TAPI database. ? However, the new agents' lines don't appear in the TAPI database. What is the reason for this problem?

- A. Telephony Service must be stopped during this operation.
- B. User has to be logged in as local admin to be able to configure the TAPI Server.
- C. New agent's TNs don't have IAPG defined on Meridian 1.
- D. New agents' TNs don't have the AST field defined on Meridian.

Answer: D

QUESTION NO: 7

A customer has a Contact Center that employs 200 agents. They recently upgraded from a combination of Meridian MAX and CCR to SCCS 4.2 and are using Meridian Mail Release 13 for their voice prompts. The SCCS has been programmed and acquired the CDNs. Test calls to the CDNs do not receive the appropriate treatment. The SCCS 4.2 is programmed correctly. What three things should you check in the PBX to further analyze this problem? (Choose Three)

- A. Print out the CDN and verify that the VSID prompt is blank.
- B. Check the ELAN to make sure the application is enabled.
- C. Print out the CDN and verify that the CDN has been acquired.
- D. Verify that the proper VSID is associated with the ELAN.
- E. Print out the CDN and verify that the default DN is defined.
- F. Print out the CDN and verify that the proper VSID is applied.

Answer: A,B,C

QUESTION NO: 8

You are the supervisor of a single site Contact Center with a CSE 1000, SCCS 4.2, and Symposium Web Client 3.0 installed on your application server. You signed onto Symposium Web Client and scheduled some historical reports to run each day at 20:00. When you arrive in the morning you find that the reports have not printed. To troubleshoot the problem, you have done