



920-105

(Symposium Call Center Server Installation & Maintenance)

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Question: 1

During an installation of Symposium Express Call Center 3.0 the field engineer discovers that the TFE service is not in the UP state after a fresh install. What is the likely cause for this?

- A. PEPs are missing
- B. No scripts are available
- C. System Registry needs updating
- D. Must run the Call Routing Wizard for the first time

Answer: D

Question: 2

During a system test the Symposium Express Call Center 3.0 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 (.sbc file), could have been renamed, corrupted, or restored out of synchronization.
- D. The announcement file (.sba file), could have been renamed or restored out of synchronization, or corrupted.

Answer: B

Question: 3

A customer reports that Agent Desktop Display and Real Time Display do not function. Which tool can the field engineer use on Symposium Call Center Server to verify that Symposium Call Center Server is multicasting data out to the network?

- A. Ping
- B. Mrcv.exe
- C. RsmCfg.exe
- D. MulticastCtrl.exe

Answer: B

Question: 4

A user is configuring a Symptom Call Center Server 4.0 client at a customer site. The user is configuring the TN on Card four and unit two of that card. The user enters the TN designation of 4-2. What is the correct TN designation?

- A. The Symposium Number ACD Queue Number-Unit
- B. The Symposium Number-Unit 11 (for example, 4-2-11)
- C. The Symposium Number-Unit 11 (for example, 4-2-11)
- D. The Symposium Number-U-unit" of the Expansion Cabinet

The TN on Card four and unit two of that card. The user enters the TN designation of 4-2. What is the correct TN designation?

- A. The Symposium Number XXXX Customer Number-Unit" on an Option
- B. The Symposium Number-Unit" on an Option
- C. The Symposium Number-Unit" on an Option
- D. The Symposium Number-U-unit" of the Expansion Cabinet

Answer: C

Question: 5

A field engineer is assigned to troubleshoot a Symptom Call Center Server 4.0 client at a customer site. The engineer performs an installation check in the Symptom Call Center Server 4.0 client and the technician do not see the error message. What should the technician do next?

- A. Ignore the error message
- B. Run the installation check again
- C. Check the log files
- D. Check the log files

um Call Center Server 4.0 client and the technician do not see the error message. What should the technician do next?

Answer: C

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