



920-119

(Symposium Call Center TAPI/Agent)

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Question: 1

To access a CRM or other desktop application in the enterprise environment using TAPI Service Provider and Symposium Agent, what sequence of steps are required to generate the CRM screen pop?

- A. Add an application; Create a format mask; Create a trigger; Test the trigger
- B. Create a trigger; Create a format mask; Add an application; Test the trigger
- C. Create a format mask; Create a trigger; Add an application; Test the trigger
- D. Create a format mask; Create a trigger; Test the trigger; Add an application

Answer: A

Question: 2

A technician is establishing a Meridian 1 call center configuration that includes the use of an IVR unit and a TAPI server. The TAPI server has been initialized but no IVR Registration Message is present in the overflow log capture. The technician confirms that the IVR and TAPI server can 'ping' each other. Next, the technician enters DOS commands on the TAPI server and discovers that port 5000 is listed as 'LISTENING'. What is the most probable cause of the problem?

- A. the port 5000 has not been configured
- B. the port 5000 is in use by another application
- C. the IVR has been initialized but not set to ACTIVE
- D. the TAPI Server has been initialized but not set to ACTIVE

Answer: B

Question: 3

A customer has an existing TAPI Server Service Provider for Meridian 1 and IVR installed in their home office. The engineer has installed a TAPI Server Service Provider for Meridian 1 in another location for the same customer expanding the customers call center. The Meridian 1 PBX's are already configured for Network ACD between PBX and PBX. When a call is routed to the remote TAPI Server Service Provider the call data is not received. What needs to be configured to allow the call data from the IVR to be received at the remote TAPI Server Service Provider?

- A. Increase the Call Data Life Span.
- B. The remote TAPI Server SP must have the IP address and HLOC of the main TAPI Server SP and IVR.
- C. The IVR ports need to be configured and monitored on all TAPI Server SP for Meridian 1 within the customer's network.
- D. A two way trust must be set between the network domains between TAPI Server SP location A and TAPI Server SP location B.

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Answer: B

Question: 4

A call center is using Distribution applications to collect call data for calls that are routed through the call center. Which of the following statements are TRUE? (Choose two.)

- A. All participating agents are tracked.
- B. All participating agents are tracked only if they are using TCP/IP.
- C. All participating agents are tracked only if they are using ISDN trunks.
- D. All participating agents are tracked only if they are using a network Caller ID.

Automatic Call Distribution (ACD) is used to track call data for calls that are routed through the call center. Which of the following statements are TRUE? (Choose two.)

- A. All participating agents are tracked.
- B. All participating agents are tracked only if they are using TCP/IP.
- C. All participating agents are tracked only if they are using ISDN trunks.
- D. All participating agents are tracked only if they are using a network Caller ID.

Answer: B, C

Question: 5

A customer installs a Windows 2000 client on a network that resides on domain. Which of the following are required for the Windows 2000 client to connect to the domain?

- A. Two one-way trusts between the client and the domain.
- B. A two-way trust between the client and the domain.
- C. The network must be a single domain.
- D. The M1server must be installed on the client.
- E. The user ID must be added to the domain.

Which of the following are required for a Windows 2000 TAPI client to connect to the domain?

- A. Two one-way trusts between the client and the domain.
- B. A two-way trust between the client and the domain.
- C. The network must be a single domain.
- D. The M1server must be installed on the client.
- E. The user ID must be added to the domain.

Answer: A, C

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