



920-130

(Symposium Express Call Center)

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Question: 1

A customer wants to install Symposium Express Call Center (SECC) with Voice Service card. The collect digits option from the Voice Service card is required. Which other Nortel application is required in order to satisfy the customer's request in this scenario?

- A. Symposium Agent
- B. Symposium TAPI SP
- C. Symposium Web Client
- D. Symposium Web Center Portal

Answer: B

Question: 2

A customer has a Meridian 1 and wants to install Symposium Express Call Center (SECC). Which connection is used for call-processing traffic between SECC server and the Meridian 1 switch?

- A. ELAN
- B. CLAN
- C. Access link
- D. Direct serial connection

Answer: A

Question: 3

A customer wants to install a Symposium Express Call Center (SECC) 4.2. Which Windows 2000 components are mandatory for SECC 4.2 server installation? (Choose two)

- A. SNMP
- B. TCP/IP
- C. NetBEUI
- D. IPX/SPX
- E. Internet Explorer
- F. Internet Information Server

Answer: A, B

Question: 4

Symposium Express Call Center server has been installed and is collecting data. However, none of the Symposium Clients except the Client on the main server can see the data. What method can be used to verify connectivity between the Clients and the main server? (Choose two.)

- A. PING the PBX IP address from the server.
- B. PING the Client PC IP address from the server.

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- C. Run Chk Conn from the server for a client IP address.
- D. PING the Server CLAN IP address from the Client PC.

Answer: B, D

Question: 5

In a call center environment, what is the most probable cause of a call center agent's inability to access a customer's account information?

- A. a failure with the network
- B. a failure with the database
- C. a failure with the application
- D. a failure with the hardware

What is the most probable cause of a call center agent's inability to access a customer's account information?

Answer: B

Question: 6

A customer with Symptom Express Networks recommends that you install which of the following software on their Symptom Express Networks Nortel routers?

- A. antivirus software
- B. Smartstart utility
- C. pcAnywhere software
- D. disk compression software

Which of the following software is recommended for installation on Symptom Express Networks Nortel routers?

Answer: D

Question: 7

Symposium Express Call Center agents are unable to access customer information on the ACD agent phones. If the ACD agent phones are not working, what must be checked first?

- A. The network connection
- B. Monitor the ACD agent phones
- C. The phonesets
- D. The phonesets must be updated

What must be checked first if the ACD agent phones are not working and agents are unable to access customer information?

Answer: C

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