



920-170

(Symposium Call Center Server 5.0 Application Developer)

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Question: 1

A customer has a Symposium Call Center Server (SCCS) 5.0. Which unit of measurement should be used to configure Service Level Thresholds using Symposium Call Center Web Client 4.5?

- A. milliseconds
- B. half seconds
- C. seconds
- D. thirty seconds

Answer: C

Question: 2

A customer has Symposium Call Center Server (SCCS) 5.0 and wants to assign five agents to a new skillset using Symposium Call Center Web Client 4.5. What is the recommended way to assign those agents to a new skillset?

- A. Assign the new skillset to those agents partition.
- B. Use the Skillset window from the Skillset view to assign one or more agents, one skillset at a time.
- C. Select all five agents from the Agent Details window, then use the drag and drop feature.
- D. Use the Skillset section in the Agent Details window to assign all agents at the same time to the new skillset.

Answer: B

Question: 3

A customer has a Symposium Call Center Server (SCCS) 5.0 and requires agent telephones to enter Not Ready Mode (NRD) after a defined time limit is reached. Which method should you use to configure NRD on agent telephones using Symposium Call Center Web Client 4.5?

- A. Make Set Busy
- B. Call Force No Answer
- C. Let Call Ring
- D. Return to Queue

Answer: D

Question: 4

A customer has Symposium Call Center Server (SCCS) 5.0 installed. They want to run a report which will show them the sum of all treatments excluding Host Lookup for calls received by the SCCS. Which report will show them the required information?

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- A. Application Delayed Abandon
- B. Application Performance Report
- C. Application Call Treatment Report
- D. Application Del

Answer: C

Question: 5

A customer has Sym using Symposium W to enable a supervis Management and H

- A. The supervisor supervisor's config
- B. The supervisor be visible.
- C. The new agent
- D. The new agent

create new agent ing the new agent ct Center

ew agent in for the changes to ges to take place.

Answer: C, D

Question: 6

A customer has Sym Symposium Web Cli Center Managemen should the administ

- A. Assign the user
- B. Assign the user
- C. Assign the user servers.

and is using ss to the Contact M entries, what

on all three SCCS

Answer: D

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