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QUESTION & ANSWER

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Exam : **920-119**

Title : **NNCSS-Symposium Call
Center TAPI/Agent**

Version : **DEMO**

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

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

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.

Answer: B

4. A call center is using multiple Meridian 1 switches in a Network Automatic Call Distribution application. Symposium TAPI Service Provider for Meridian 1 is used to track call data for calls that are overflowed or transferred between the switches. Which statements are TRUE regarding requirements for networking call data in this application? (Choose two.)

- A. All participating Meridian 1 switches must be connected by E&M trunks
- B. All participating Symposium TAPI Service Providers must be configured for TCP/IP
- C. All participating Meridian 1 switches must be configured to support Network Caller ID
- D. All participating Symposium TAPI Service Providers must be connected by ISDN trunks

Answer: BC

5. A customer installs TAPI on a Windows NT server on domain. A Windows 2000 TAPI client resides on domain . Which conditions are required to successfully set up TAPI on the Windows 2000 client? (Choose two.)

- A. Two one-way trust relationships
- B. A two-way trust relationship between domains
- C. The network must allow reverse RPC requests
- D. The M1server directory on the TAPI must be shared to the everyone group.
- E. The user ID required to start telephony service in domain must be created in domain

Answer:AC

6. A field engineer is invoking Ring Triggers within Symposium Agent for screen presentation simultaneously with call presentation. Which three methodologies are available to complete this task? (Choose three.)

- A. XML
- B. OLE
- C. DDE
- D. JAVA\
- E. Active X
- F. Keystroke macros

Answer: BCF

7. What call processing feature is supported by Symposium TAPI Service Provider?

- A. RSM functionality and the HDX interfaces
- B. ADD functionality and from the RSM interface of SCCS
- C. Single site TAPI and a networked Meridian environment
- D. Basic and enhanced call control using Meridian Link Services

Answer: D

8. What is critical to the correct interaction between TAPI Service Provider and Symposium Agent to a third party predictive dialer?

- A. Call control
- B. Call RingTriggers
- C. Current release levels
- D. Symposium skillset assignments

Answer:A

9. A customer had a functioning TAPI server. The local IT department recently implemented a new router with the same IP configuration resulting in the TAPI clients failing to have TN control since the router was implemented. What is the probable cause of the communication breakdown?

- A. FTP port is blocked on the router
- B. MSRPC port is blocked on the router
- C. Incorrect IP configuration on the TAPI client
- D. Incorrect IP configuration on the TAPI server

Answer: B

10. An agent has just entered their Symposium Agent client user name and password, and is immediately presented with a Microsoft networking login screen. What is the probable cause for receiving the Microsoft networking login screen?

- A. The ACDProxy service has not been started on the TAPI server
- B. The customer's IS Department requires a login to a proxy server
- C. Security settings in Internet Explorer for local intranet are set to medium-low

D. The agent's network login credentials were verified against a BDC instead of the PDC

Answer: B