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Exam : **920-326**

Title : nncds-symposium contact center poftfolio

Version : DEMO

1. A customer wants to purchase Symposium Call Center Server (SCCS) 5.0. Which tool is used to determine the number of ports required to support Give IVR, Collect Digits and Controlled Broadcast?

A. Configuration utility

B. System Monitor window

C. Symposium Capacity Tool

D. Meridian Configuration Tool
Answer: C

2. An existing enterprise customer wants to add contact-center administrative functionality for the 110 supervisors within their environment. The IT department strongly opposes adding any products at the desktop level that will require conflicting resident software loading or ongoing IT support staff after installation at the desktop. Which product(s) can scale to this extent and meet the IT requirements?

A. Symposium Web Client with server-loaded enhancements

B. Symposium Classic Client with minimum enhancements per year

C. Symposium Web Center Portal client with enhancements downloadable from the Internet

D. a combination of Symposium Classic Client and Symposium Web Center Portal client with minimal Internet accessed enhancements
Answer:A

3. When comparing the features and capabilities of the Symposium Express Call Center (SECC) 4.2 to the Symposium Call Center Server (SCCS) 5.0, which three statements are TRUE? (Choose three.)

A. Both servers provide Host Data Exchange (HDX).

B. SECC connects to the Succession 1000M Cabinet.

C. SECC has an automated scripting agent, SCCS does NOT.

D. SECC is scaled to accommodate about 75% fewer trunks than SCCS.
Answer: BCD

4. A customer has Symposium Web Client 4.5 on a Windows 2000 server. They want to backup Web Client files. Which files have to be backed-up for Symposium Web Client server?

A. Active Directory

B. Symposium Web Client files

C. Symposium Web Client files plus registry

D. Symposium Web Client files plus Active Directory
Answer: D

5. A customer has Symposium Call Center Server (SCCS) 5.0 installed. They refuse to use modems for remote support since they are concerned about security. They plan to implement a VPN-based technology solution for remote access to the SCCS server. What is the VPN-based technology recommended by Nortel Networks?

A. any third-party technology in a host-to-host configuration

B. any third-party technology in a host-to-gateway configuration

C. a technology based on the Contivity 1100 (as a minimum) in a host-to-host configuration

D. a technology based on the Contivity 1100 (as a minimum) in a host-to-gateway configuration
Answer: D

6. A customer plans to implement Symposium Call Center Server (SCCS) 5.0. What is the recommended design requirement for the Embedded LAN (ELAN)?

A. It must be physically and logically connected to other networks.

B. It must be physically and logically isolated from any other network.

C. It must be physically but NOT logically connected to other networks.

D. It must be logically but NOT physically connected to other networks.
Answer: B

7. A customer is planning to implement Symposium Agent 2.3 with 300 concurrent users. What is the recommended configuration for the TAPI Service Provider and Symposium Agent 2.3 software?

A. Both applications can run on the same server platform.

B. 300 concurrent users or more must have separate servers.

C. Applications are not dependant on a particular server configuration.

D. Separate servers should be used for each application regardless of number of users.
Answer:A

8. A customer is planning to purchase buy a Symposium Agent 2.3 to operate in conjunction with Symposium Call Center Server (SCCS) 5.0 and Symposium TAPI Server Provider 3.0. They have a Succession 1000M Rls. 3.0 as their PBX. Which telephone sets would you recommend?

A. only digital telephones

B. only Nortel Networks Internet Telephones

C. Digital telephones (M2XXX and M3XXX) and 2500 sets

D. all 2500 sets and Nortel Networks telephones except the SL-1 telephones
Answer: C

9. A mid-sized enterprise company with 100 agents wants to add CTI desktop functionality that is flexible and able to respond to the different needs of callers based on the skillset the call is routed into. The company expects to grow to 150 agents over the next two years. Which contact center product provides this flexibility?

A. Symposium Agent with the ability to present the correct screen to the agent based on business rules

B. Symposium Agent Greeting with its ability, based on skillset, to customize information for call presentation

C. Symposium TAPI SP with the ability, based on skillset, to route caller information with the call delivery at the telephone set

D. Symposium Web Center Portal with the ability to present e-mail, chat, and/or collaboration screens based on customer requirement
Answer:A

10. For Symposium Agent (SA) 2.3 to be fully operational in a Succession 1000 Rls. 3.0 environment, what key component must be in place to monitor the client lines?

A. None. SA will only run in the Meridian 1 environment.

B. TAPI server must be installed to monitor the client lines.

C. There are NO other requirements outside of Symposium Agent to monitor client lines.

D. TAPI server must be installed to monitor the client lines but, only if used to monitor or control Multiple Appearance Directory Number (MADN) lines.
Answer: B

11. A customer has Symposium Agent 2.3. What Windows technology is used for Symposium Agent 2.3 softphone on the agent's desktop?

A. MTS

B. ODBC

C. DCOM

D. ActiveX control
Answer: D

12. A company has deployed Symposium Call Center Server (SCCS) 5.0 and Symposium TAPI Service Provider 3.0. They want to add Symposium Agent (SA) 2.3 to their system. Initially, they have 350 agents that would be using SA 2.3, but would double the agents in four months. What configuration of SA 2.3 would you recommend that would serve them for the foreseeable future?

A. deploy a separate server for SA 2.3

B. run SA 2.3 concurrently on the TAPI server

C. run SA 2.3 concurrently on the SCCS 5.0 server

D. an alternative to SA 2.3 because the maximum agents are exceeded
Answer:A