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Exam Code: 920-146
NNCSS - Symposium Call Center Server 5.0

Demo Version

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1. A customer has Symposium Call Center Server (SCCS) 5.0 and is installing Symposium Web Client (SWC) 4.5. For the SCCS, they plan to take advantage of the replication server to provide a warm standby for call processing. They plan to install the SWC on a Windows 2003 server using AD/AM within their existing domain. During the install, which ports should you configure?

- A. HTTP and IIS
- B. LDAP and SSL
- C. SMTP and SNMP
- D. HTML and Security

Answer: B

2. A customer has Symposium Call Center Server (SCCS) 5.0 and they installed Symposium Web Client (SWC) 4.5 on Windows 2003 server with Active Directory Application Mode (ADAM). What is the next required step for Scripting configuration?

- A. Configure iceadmin account.
- B. Configure webadmin account.
- C. Configure TsInternetUser account.
- D. Create and configure Terminal Services user account.

Answer: D

3. A customer reports an issue with Symposium Web Client (SWC) 4.5. They are unable to login using Agent Desktop Display. What should you verify first to ensure proper operation?

- A. that the IIS is running on SWC server
- B. that the RSM service is up and running on SCCS server
- C. that the IceRTDService is up and running on the SWC server
- D. that data is coming to the client PC by using the IceRTDTrace.exe tool

Answer: D

4. A customer wants to install Symposium Call Center Server (SCCS) 5.0 on a Windows 2000 Server. What is the SCCS service which provides communication between a switch and a host application?

- A. Voice Service Manager (VSM)
- B. Statistical Data Propagator (SDP)
- C. Telephony Service Manager (TSM)
- D. Meridian Link Service Manager (MLSM)

Answer: D

5. A customer is installing Symposium Call Center Server (SCCS) 5.0 and Symposium Web Client (SWC) 4.5. Which of these features is an option activated by keycode that is responsible for sending real-time data from SCCS to SWC?

- A. Real-Time Display (RTD)
- B. Real-Time Data Collector (RDC)
- C. Statistical Data Propagator (SDP)
- D. Real-Time Statistics Multicast (RSM)

Answer: D

6. A customer wants to install Symposium Call Center Server (SCCS) 5.0 on a Windows 2000 Server. Which condition must be met regarding the computer name?

- A. The computer name must be in lower case letters.
- B. The computer name and the DNS host name must NOT match.
- C. The computer name and the DNS host name must match.
- D. The computer name and the DNS host name must match exactly, to include upper case and lower case letters.

Answer: D

7. A customer installed Symposium Web Client (SWC) 4.5 on a Windows 2003 server. Which user account has to be added after SWC installation?

- A. iceAdmin
- B. IUSR_SWC
- C. TsInternet
- D. webadmin

Answer: B

8. A customer installed Symposium Web Client (SWC) 4.5 on a Windows 2003 server. They want to receive real-time on their client PC via unicast stream. Where can you configure the Application server to send data using unicast?

- A. RSMConfig.exe on SCCS
- B. MulticastCtrl.exe on SCCS
- C. Real-Time Display (RTD) configuration in SWC under the Real-Time reporting window
- D. RTR registry settings in Start/Programs/SWC/Configuration on the Application server

Answer: D

9. A customer installed Symposium Web Client (SWC) 4.5 on a Windows 2003 server to manage Symposium Call Center Server (SCCS) 5.0. The servers can communicate with other servers/PC using either multicast or unicast data. When choosing this option on the server, what is the proper configuration?

- A. SCCS sends multicast data to SWC, which then sends only multicast data to desktop PCs.
- B. SCCS sends multicast data to SWC, which then sends only unicast data to desktop PCs.
- C. SCCS sends unicast data to SWC, which then sends either multicast or unicast data to desktop PCs.
- D. SCCS sends multicast data to SWC, which then sends either multicast or unicast data to desktop PCs.

Answer: D

10. How much free Disk space should be available on the Disk Drive of a traditional client PC containing the Temp folder, before you attempt to install the SCCS 5.0 client software on the system?

- A. 10 MB
- B. 25 MB
- C. 40 MB
- D. 100 MB

Answer: D

11. A customer plans to install a Symposium Call Center Server (SCCS) 5.0 on a Windows 2000 server. How should you partition C or D drive of the server to ensure a successful SCCS installation?

- A. partition C as the primary with Windows 2000 installed
- B. partition D as the primary with PC Anywhere installed
- C. partition C as the primary with Windows 2000 and PC Anywhere installed
- D. partition D as the Logical drive within Extended partition with SCCS and PC Anywhere installed

Answer: C

12. A customer needs to connect a SCCS 5.0 with the Meridian 1 PBX. Which PBX information is required prior to software installation of the SCCS?

- A. name
customer number
ELAN primary IP address
CLAN IP address
- B. name
ELAN primary IP address
ELAN secondary IP address
CLAN IP address
- C. name
customer number
ELAN primary IP address
ELAN secondary IP address
- D. customer number
ELAN primary IP address
ELAN secondary IP address
CLAN IP address

Answer: C

13. A customer is installing Symposium Call Center Server (SCCS) 5.0 on a Windows 2000 Server. During which part of the SCCS installation, must you enter the keycode?

- A. at the beginning of software installation
- B. during the Software and Database configuration process
- C. After reboot configuration window is opened automatically.
- D. After SCCS application installation and before database installation.

Answer: B

14. A customer is installing Symposium Call Center Server (SCCS) 5.0 on a Windows 2000 Server. They want to integrate SCCS with CallPilot 2.5. Besides the CallPilot ELAN IP address, what number should be programmed as the CallPilot server port?

- A. 108
- B. 1008
- C. 10008
- D. 10001

Answer: C

15. A customer is installing Symposium Call Center Sever (SCCS) 5.0 on a Windows 2000 server. Data Replication is a feature that is required by the customer. How does a customer take advantage of this feature?

- A. activate it by keycode
- B. via the Data Integration Wizard (DIW)
- C. available only on the Windows 2003 server
- D. via Random Array of Inexpensive Disks (RAID)

Answer: A

16. A customer requires historical reporting features enabled in a key code. Which third party software must be installed on the Windows 2000 server prior to the installation of the Web Client application? A.

Microsoft Data Access Components (MDAC) 2.5

- B. WinSocket 2
- C. Crystal Report
- D. Sybase Open Client

Answer: D

17. A customer has installed Symposium Call Center Server (SCCS) 5.0 and plans to install Symposium Web Client (SWC) 4.5. The current configuration includes 150 agents and 25 skillsets. There will be only 50 routes and a maximum of 20 clients. Which criteria must be met on the server onto which the SWC is being installed?

- A. minimum requirements
- B. recommended requirements
- C. all that is required is a Pentium III processor
- D. requirements can easily be determined on a need basis

Answer: A

18. Symposium Web Client 4.5 is being installed for a call center application. The setup wizard is being used and begins to acquire configuration information and to search for third-party software and components on the application server. If Microsoft Active Directory fails to be detected on the application server, which action will be taken by the setup wizard?

- A. The installation process will be terminated.
- B. The setup wizard will ask if you want to install Microsoft Active Directory.
- C. The installation process will proceed but real-time reports will fail to function.
- D. The installation process will proceed but historical reports will fail to function.

Answer: A

19. When you double-click on the Symposium Web Client setup.exe file on the Symposium Web Client CD, or if the setup is launched automatically, the Terminal Services Install dialog box appears. What must you do to switch Terminal Services to the install mode before Symposium Web Client can be installed?

- A. Start menu>Run then type DCPromo
- B. Start menu>RUN than browse CD to setup.exe
- C. Start menu>Programs>Administrative tools>Computer management
- D. Start menu>Settings>Control Panel>select Add/Remove programs

Answer: D

20. You are attending a SCCS 5.0 pre-installation meeting. The customer asks a question about the configuration of the server prior to the installation date. Which service must be installed on the server prior to performing the SCCS 5.0 installation?

- A. IIS and Remote Access Services (RAS)
- B. Simple Network Management Protocol (SNMP)
- C. Internet Information Services (IIS) and Terminal Services
- D. Simple Mail Transport Protocol (SMTP) and Dynamic Host Configuration Protocol (DHCP)

Answer: B