PassTest

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Q&A

Exam : **920-105**

Title : NNCSS-Symposium Call
Center Server Install.& Main

Version : DEMO

1. During an installation of Symposium Express Call Center 3.0 the field engineer discovers that the TFE service is not in the UP state after a fresh install. What is the likely cause for this?

A. PEPs are missing

B. No scripts are available

C. System Registry needs updating

D. Must run the Call Routing Wizard for the first time
Answer: D

2. During a system test the Symposium Express Call Center 3.0 greeting or wait announcement is not played and the caller continues to hear ring back or the next appropriate greeting. What Voice Services announcement should the field engineer check?

A. That the call treatment is configured properly.

B. The announcement file (.sbc file), could have been renamed, deleted, or restored out of synchronization.

C. The announcement file (.sbc file), could have been renamed, corrupted, or restored out of synchronization.

D. The announcement file (.sba file), could have been renamed or restored out of synchronization, or corrupted.
Answer: B

3. A customer reports that Agent Desktop Display and Real Time Display do not function. Which tool can the field engineer use on Symposium Call Center Server to verify that Symposium Call Center Server is multicasting data out to the network?

A. Ping

B. Mrcv.exe

C. RsmCfg.exe

D. MulticastCtrl.exe
Answer: B

4. A user is configuring and acquiring phone sets on an Option 11 using the TN on Card four and unit two of that card. They get an error when they acquire the phones using the TN designation of 4-2. What is the most likely cause of the problem?

A. The Symposium Call Center Server DN format is wrong it should DN Number XXXX Customer Number ACD Queue.

B. The Symposium Call Center Server TN format is wrong it should "loop-1-1-unit" on an Option 11 (for example, 4-1-1-2).

C. The Symposium Call Center Server TN format is wrong it should "loop-0-0-unit" on an Option 11 (for example, 4-0-0-2).

D. The Symposium Call Center Server TN format is wrong it should "loop-Expansion Cabinet Number-0-unit" on an Option 11 (for example, 4-0-2).
Answer: C

5. A field engineer is assisting an onsite technician with installing Symposium Call Center Server 4.0 client at a customer's site. On one of the client computers, the client pre-installation check indicates an error in the temp directory. What should the technician do to troubleshoot this error?

A. Ignore the error.

B. Run the installation over again.

C. Check the log located at c:\cltprep.log.

D. Check the log file located at d:\Nortel\iccm\bin\logs\cinst.log.
Answer: C

6. The Symposium Express Client 3.0 software was installed on a PC and everything appeared to install normally. After a reboot of the client PC to finalize the installation it was found that the client application would not start. What step should be taken next?

A. Install current patches on the client PC and reboot.

B. Do a re-install of the client software; this should clean up any problems.

C. Do an uninstall of the client, reboot the PC and re-install the client software.

D. Check the ODBC drivers which are on the PC, if they are different from what the client uses it will not start.
Answer: D

7. When testing Symposium Web Client 4.0 functionality such as Real Time Displays or Agent Desktop Display the field engineer experiences problems. Data is not being displayed. What diagnostic tool will help the field engineer identify the origin of the problem?

A. Regedit.exe

B. NBConfig.exe

C. TraceRoute.exe

D. ICERTDTrace.exe

Answer: D

8. On a Symposium network with 1 NCC server and 20 Symposium Call Center Servers there is an average of 15000 calls per hour over the network. The field engineer is trying to collect Network Call By Call Data but finds that the NCC server keeps running out of hard disk space. What could be the possible cause for this?

A. The network bandwidth is too slow.

B. The NCC server needs to be a RAID system to handle this setup.

C. The NCC server can only handle a maximum of 10000 calls per hour.

D. There are too many Symposium Call Center Server servers on the network.
Answer: C