

## 920-106 Other Nortel Certification

### Nortel NNCSS SYMPOSIUM CALL CENTER EXAM

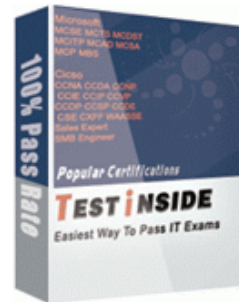
**Practice Exam:** 920-106 Exams

**Exam Number/Code:** 920-106

**Exam Name:** NNCSS SYMPOSIUM CALL CENTER EXAM

**Questions and Answers:** 76 Q&As

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1. Once the SMI workbench client software has been successfully installed on the client PC, what are the steps to connect the client PC with the Symposium Call Center Server 4.0?

- A. Select Start Menu, choose programs, SMI workbench, double click add system, enter the clan IP address.
- B. Select Start Menu, choose programs, double click add system, the add SMI System dialog box appears, click finish.
- C. Select Start Menu, choose programs, SMI workbench, double click add system, the add SMI System dialog box appears, enter the computer name.
- D. Select Start Menu, choose programs, SMI workbench, double click add system, the add SMI System dialog box appears, enter computer name or clan IP.

Answer: D

2. A field engineer is preparing a new Symposium Call Center Server 4.0 installation. What must be configured to enable the server to communicate with all required components?

- A. TCP/IP on the PBX switch
- B. TCP/IP on the TAPI Server
- C. TCP/IP on the ELAN, CLAN NIC and RAS
- D. NetBios on the Symposium Call Center Server

Answer: C

3. When upgrading a SECC Client you get an error When upgrading a SECC Client you get an error cannot overwrite C:\Nortel\ccm\Encrp32.dll. What must be done previous to the upgrade to resolve this issue ?

- A. Remove all Client peps and reboot the Server.
- B. Make sure that SP5 or SP6a is installed before the upgrade.
- C. Ensure Report Listener is closed down before upgrading the client.
- D. This error is intermittent and if it occurs it can be cancelled and ignored.

Answer: C

4. The field engineer is preparing to use the "import configuration data" wizard to add to the Symposium Express Call Center 3.0 database automatically. What information is brought into the server using the "import configuration data" wizard?

- A. User, skillset, agent to skillset assignment, and call presentation classes.
- B. User, skillset, agent to supervisor assignment, and call presentation classes.
- C. Agent only users, skillset, agent to skillset assignment, and call presentation classes.
- D. Supervisor only users, skillset, agent to skillset assignment, and call presentation classes.

Answer: A

5. A field engineer at a customer's site is preparing for a Symposium Call Center Server 1.5 to 4.0 migration. In performing the pre-upgrade checks it is discovered that the disk partitions on the 1.5 server are primary partitions. What action should the field engineer take next?

- A. The migration can proceed, making note of the problem. The partitions will be created correctly on the new 4.0 server.
- B. Schedule time with the customer to convert the drives from primary to extended partitions using individual full

backups for each drive as time allows.

C. Perform a database backup on the 1.5 server. Use Disk Administrator to delete the partitions and re-create them as extended partitions. Perform a database restore.

D. Perform a full backup on the 1.5 server. Fdisk and format the 1.5 server drives. Perform the full restore procedure, ensuring the database drives are partitioned as extended partitions.

Answer: A

6. Following the installation of the Symposium Express 3.0 server software, what steps must the field engineer take to install PEPs on the Symposium Express server?

A. Log on to the NT server as NGenDist, shutdown all applications, and proceed with the PEP installation.

B. Log on to the NT server as Administrator, shutdown screen savers, and proceed with the PEP installation.

C. Log on to the NT server as NGenSys, shutdown all applications, including screen savers and proceed with the PEP installation.

D. Log on to the NT server as NGenDist, shutdown all applications, including screen savers and proceed with the PEP installation.

Answer: C

7. A customer is using Symposium Web Client to manage and configure a call center and its users. Active Directory and other files are used to store user data. When restoring data in the event of a system failure in this scenario, which statement is TRUE regarding where the Active Directory can be restored?

A. Onto a remote directory of a network computer

B. Only onto an application server other than the original server

C. Only onto the same application server where the backup was created

D. Onto the same application server where the backup was created or onto a different application server

Answer: D

8. There are two features that enable the customer to control the viewable data in real-time displays: filters and supervisor/reporting agent combinations. What is the purpose of filters?

A. Filters enable the customer to specify the agents, skillsets, and applications that you want to see in public real-time displays.

B. Filters enable the customer to specify the agents, skillsets, and applications that you want to see in private real-time displays.

C. Filters enable the customer to specify the agents, who can view the real-time displays and allow them monitor the current call center performance.

D. Filters enable the customer to specify the supervisors, who can view the real-time displays and allow them monitor the current call center performance.

Answer: B

9. The field engineer is dispatched to a site to work on a Symposium Call Center Server 4.0 (SCCS) after the customer made configuration changes to it. The customer added a new department to the call center and involves Scripts that play Voice Segments to the callers using Meridian Mail Access ports.

The reported problem is that all of the Scripts referencing Voice Segments 9 and higher in File 2 are playing the wrong messages.

What is the first step the field engineer should do to isolate this problem?

A. Complete a backup on the Meridian Mail System and reboot the system.

B. Test the Access Link to the SCCS Server using the Tools Menu in Meridian Mail.

C. Look for an Access Voice Port from the Meridian Mail system that has become de-acquired.

D. Make sure that the customer did not delete Voice Segment 9 in File 2 using the Voice Prompt Editor of the SCCS 4.0 Client PC.

Answer: D

10. Historical Reports help customers monitor the system performance by providing information on system activity. A

customer asks the support engineer to provide the facility to allow users who belong to the same team to share customized reports. How would this be achieved?

- A. Use Partition Management to place the users in their own cluster and include the custom cluster in the partition assigned to the agents.
- B. Create custom report groups in Access and Partition Management and include the custom groups in the partition assigned to the users.
- C. Use Access Classes to place the users in their own cluster and include the custom cluster in the partition assigned to the administrator.
- D. Create custom report groups in Access and Partition Management and include the custom groups in the partition assigned to the agents.

Answer: B

11. The ELAN connection between the Symposium Call Center Server 4.2 (SCCS) and the Meridian 1 must be:

- A. 16MB Token Ring
- B. Ethernet 10BASE-T half-duplex
- C. Ethernet 10BASE-T full-duplex
- D. Ethernet 100BASE-T on the SCCS and 10BASE-T on the M1

Answer: B

12. Which RAID level allows the physical removal and replacement of defective hard disks while the Symposium Call Center Server 4.2 is on line, providing the easiest ongoing maintenance, and allowing retention of a mirror image set of hard disks for the purpose of major upgrades/migrations?

- A. Zero
- B. One
- C. Two
- D. Three
- E. Five

Answer: B

13. A customer has decided not to configure DNS service on the Web Client Win 2000 Server. Which files need to be manually updated on the Web Client 4.0 server to replace this functionality?

- A. config.sys
- B. lmhost table
- C. command.com
- D. autoexec.bat

Answer: B

14. In the IP Multicast Group box the field engineer must type the IP Multicast address that has been designated as the sending address for IP multicasting in Symposium Call Center Server 4.0. Select the IP range from which an IP multicast address can be selected.

- A. 192.0.0.0 and 192.0.0.255
- B. 224.0.0.0 and 224.0.0.255
- C. 128.0.0.0 and 128.0.0.255
- D. 135.0.0.0 and 135.0.0.255

Answer: B

15. Before you perform software upgrade from these versions of Symposium Web Client (04.00.037.00 to 04.02.011.04 inclusive) to a version downloaded from the Nortel web site, what must you do?

- A. Ensure that Active Directory is installed.
- B. Ensure Sybase is installed in the Default directory.
- C. Make sure that SP5 or SP6a is installed before the upgrade.
- D. Download the Microsoft Windows Installer package "CRTEemplates.msi".

Answer: D

16. A field engineer is performing an upgrade from Symposium Call Center Server 1.5 to 0 on a PVI platform. The steps to restoring the database have been completed. An error during the database initialization states: "could not create database". Given that a successful integrity check on the database has been run, what steps should the field engineer perform next?

- A. Key the database in by hand.
- B. Fdisk and format all hard drives, perform the procedure again from the beginning.
- C. Uninstall Symposium Call Center Server, and start the procedure over from that point.
- D. Check the platform recovery disk for database segmentation and contact Nortel Networks support if segmentation is found.

Answer: D

17. A customer has 3 Symposium Call Center Server 4.0 (SCCS) Systems Networked together through 1 NCC, and has configured and is using 10 Network Skillsets through the NCC. What is the maximum number of Local Skillsets and additional Network Skillsets that can be configured on each of the SCCS 4 systems under this configuration?

- A. 300 Local Skillsets and 40 additional Network Skillsets
- B. 300 Local Skillsets and no additional Network Skillsets
- C. 300 Local Skillsets and 10 additional Network Skillsets
- D. 300 Local Skillsets and 20 additional Networks Skillsets

Answer: A

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