Exam Code: 920-130
NNCSS - Symposium Express Call Center 4.2

Demo Version
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1. Prior to the Symposium Express installation, how should the field engineer configure the CLAN with respect to the ELAN if more than one client PC will be used on the network?
A. Ensure the two subnets are different.
B. Ensure the two subnets are the same.
C. Ensure the two subnets masks are different.
D. Ensure the two subnets masks are the same.
Answer: A

2. A customer has a Symposium Express Call Center (SECC) with Voice Services Card. They noticed that the Symposium Feature Report displays incorrect system configuration data, and they want to restore it. What is required to restore the server system configuration?
A. Database Backup
B. Platform Recovery Disk
C. Platform Recovery Disk and Database Backup
D. Platform Recovery Disk, Database Backup and Voice Service backup
Answer: B

3. 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 Express Call Center?
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

4. A field engineer is preparing to use the "import configuration data" wizard to add to the Symposium Express Call Center 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 is preparing to install Symposium Express Call Center Server 4.2 from CD. Select the most important prerequisite for the PVI Server before Symposium Express Call Center Server can be installed successfully? A.
All Partitions on the Server must be formatted with FAT 32.
B. The Windows NT4 Operating System must have Service Pack 4 installed.
C. The Servers BIOS must be configured to boot from the CD-ROM Drive first.
D. The Windows 2000 Operating System must reside on Drive C: (Disk 0, Drive 1).
Answer: D

6. Announcements recorded using Voice Services are stored on one of the PCMCIA cards on the Voice Services Card. It is important to perform a full Voice Services backup (the PCMCIA card and the Voice Services database) every time a full Symposium Express Call Center backup takes place. At what other times should a full Voice Services backup be performed? A.
When new prompts were created and every three months.
B. When new prompts were created, every three months and if there were any changes to the voice services port.
C. If there was a change in the treatment configuration; every three months and when any new prompts were created.
D. When new prompts were created, if there was a change in the treatment configuration and any if there were changes to a voice services port.
Answer: C

7. A customer has installed a Symposium Express Call Center (SECC) client on a desktop PC. The SMI workbench is installed as part of the SECC client installation. How would you launch the SMI workbench to connect to the SECC server from the desktop PC?
A. from Startup Menu
B. from Startup Menu or Windows Explorer
C. from Startup Menu, Windows Explorer or Internet Explorer
D. from Start up menu, Windows Explorer or Desktop shortcut

Answer: D

8. Symposium Express Call Center resides on a customer-supplied server. It is connected to the Succession 1000M Rls. 3.0 by way of the Embedded LAN (ELAN). What must be present for connecting the Customer LAN (CLAN)? A.
A V32 modem (serial or USB).
B. An additional port on the ELAN hub.
C. RAID 1 hardware configured on the system.
D. An additional Network Interface Card (NIC)
Answer: D

9. An administrator at a customer site is about to install Symposium Express Call Center and restore the database. What is a prerequisite that the must be completed prior to installing Symposium Express Call Center and restoring the database?
A. Create a Platform Recovery Disk.
B. Co-resident client software must already be installed.
C. Install PEPs (Performance Enhancement Packages) and Service Update packs.
D. Complete the base configuration of the new server, or reconfigure the existing server.
Answer: D

10. When planning a new Symposium Express Call center installation, the customer provides a PC with 128Mbytes of Random Access Memory (RAM) installed. Which of the following options would you take?
A. Reject the PC because the amount of Random Access Memory (RAM) installed is too large.
B. Reject the PC because the amount of Random Access Memory (RAM) installed is too small.
C. Inform the customer that at least an additional 64Mbytes Random Access Memory (RAM) must be installed to bring the PC up to minimum specifications.
D. Inform the customer that at least an additional 128Mbytes Random Access Memory (RAM) must be installed to bring the PC up to minimum specifications.
Answer: D

11. In preparation for a new Symposium Express Call Center installation the field engineer has been tasked to format the hard drive partitions on the customer-supplied computer intended for use as the server PC. What size partitions and file system will the field engineer configure?
A. C:\ partition 1Gbyte NTFS and D:\ partition 4Gbytes FAT B.
C:\ partition 1Gbyte FAT and D:\ partition 2Gbytes NTFS
C. C:\ partition 10Gbyte FAT and D:\ partition 6.3Gbytes FAT 32
D. C:\ partition 6.3Gbytes FAT 32 and D:\ partition 1Gbyte NTFS
Answer: B

12. When configuring the customer-supplied computer intended for use as the server PC prior to a new Symposium Express Call Center installation, the field engineer finds that the customer has supplied a Token Ring Network Interface Card (NIC) connection to the ELAN. What action should the field engineer take?
A. Remove the Token Ring NIC card and use the serial port COM1 for the connection to the ELAN.
B. Replace the Token Ring NIC card with a 155Mbps OC-3 network interface card for connection to the ELAN
C. Replace the Token Ring NIC card with a 10 BaseT Ethernet network interface card for connection to the ELAN.
D. Leave the Token Ring NIC card as is since the ELAN can be either Token Ring or Ethernet depending on the customer's local area network requirements.
Answer: C

13. In preparation for a new Symposium Express Call Center installation the field engineer has been tasked to format the hard drive partitions on the customer-supplied computer (PVI) intended for use as the server PC. Upon review of the server it is found that the hard drive is 6.3 GB, the memory is 256M Ram, and the processor is a PIII 500 MB. What action should the field engineer take?
A. Order a new hard drive to meet minimum specifications.
B. Build a C partition for client with minimum 100 MB FAT.
C. Build a C:\ partition 1Gbyte FAT and D:\ partition 4Gbytes NTFS.
D. Install the NT 4.0 on the C:\ drive and the SECC application on the D:\ drive.
Answer: A

14. A field engineer is called on-site to work on a problem with the Symposium Express (SECC). The customer is reporting that the "MAS Startup Service" will not come up and the SECC is not collecting Historical data. Upon review of the Server and Client the field engineer finds the following to be true:

- The customer has installed the latest Nortel Networks provided PEP.
- The Server meets all of the hard ware prerequisites.
- The customer has installed a Third Party Backup utility on the Server.
- The Client PC has anti-virus software installed.
How should the field engineer proceed?
A. Manually restart the Service.
B. Remove the anti-virus software.
C. Run the configuration Utility and reboot the server.
D. Verify that Windows 2000 is installed on the C: Drive.
Answer: D

15. Symposium Express Call Center (SECC) 4.2 requires that it is Platform Vendor Independent. This means the customer or vendor is responsible for the server and operating system. What operating systems are supported on SECC 4.2? (Choose two.)
A. Windows 2000 Server
B. Windows XP Professional
C. Windows 2000 Advanced Server
D. Windows 2000 Datacenter Server
Answer: AC

16. After the field engineer has completed the installation of the Symposium Express Call Center software on the customer-supplied server and client PCs, the current Product Enhancement Packages (PEPs) must be installed. One of the PEPs that must be installed is named NS030121G003C. On which computer or computers will this PEP be installed?
A. the server PC only
B. the standalone client PCs only
C. the server PC with the co-resident client only
D. the server PC with the co-resident client and the standalone client PCs
Answer: D

17. During the installation of the Symposium Express server software, the following message appears: "Setup has found that this drive "D:\" has less than 64 Mbytes of free space. Do you still want to continue?" What step should be taken next?
A. Simply answer "yes" and continue with the installation. B.
Cancel, do an un-install, and then start the install again.
C. Cancel, rectify any problems and do a re-install of the server software.
D. Cancel, reallocate space on drive D:\ so there is at least 128 Mbytes of free space and re-install.
Answer: A

18. A field engineer is preparing for the installation of the Symposium Express server software. Select the valid naming conventions used for the Meridian 1 system name.
A. First character must be alphabetic, can be up to 80 characters and a period (.) can be used.
B. First character must be alphabetic, can be up to 18 characters and a period (.) can not be used.
C. First character can be alphabetic or numeric, can be up to 80 characters and a period (.) can be used.
D. First character can be alphabetic or numeric, can be up to 80 characters and a period (.) can not be used.
Answer: A

19. The Voice Services option has been purchased for the new Symposium Express Call Center system. The field engineer has been tasked to configure 16 DSP ports on the Symposium Express Voice Services card. Other than the Voice Services card, what additional hardware will the field engineer need to configure, and where will it be installed in order to meet this requirement?
A. No additional hardware is required; the Voice Services card has 16 DSP ports onboard.
B. Install two additional external NTFG95 DSP module PCMCIA cards in card slots D1 and D2 to provide a total of 16 DSP ports.
C. Install one additional external NTFG95 DSP module PCMCIA card in card slot D1 that in addition to the onboard DSP ports will provide a total of 16 ports.
D. Install one additional external NTFG95 DSP module PCMCIA card in the internal slot B: that in addition to the onboard DSP ports will provide a total of 16 ports.
Answer: C

20. A field engineer has been tasked to record call treatments for the Voice Services card that was purchased with the Symposium Express Call Center. When recording call treatments on the Symposium Express Voice Services card, where are the call treatment recordings stored?
A. On the NTFG95 DSP module PCMCIA cards installed in slots D1 and D2.

B. On either of the two memory flash banks on the Symposium Express Voice Services Card.
C. On the ATA hard drive PCMCIA card installed either in slot A: on the front panel or in the internal slot B.
D. On a tape in the Tandberg TCD4220 tape drive connected to the Symposium Express Call Center server PC.
Answer: C