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Exam Code: 920-326
NNCDS - Symposium Contact Center Portfolio

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1. A customer wants to open a contact center that will handle about 40,000 inbound calls per hour during the peak period. Considering the capacity limit of Symposium Call Center Server (SCCS) 5.0, how many SCCS 5.0 server(s) will be required to handle this call volume?

- A. 1
- B. 2
- C. 3
- D. 5

Answer: A

2. Symposium Express Call Center (SECC) 4.2 would be an appropriate recommendation for a small to mid-sized contact center desiring what?

- A. • skills-based routing
- agent-skillset priorities including standby
- wizard-driven administration
- digit collection
- B. • skills-based routing
- ad-hoc agent skillset assignment changes
- customized call-scripting
- multiple real-time displays
- C. • skills-based routing
- ad hoc agent-skillset assignment changes
- wizard-driven administration
- multiple real-time displays
- D. • skills-based routing
- ad-hoc and scheduled agent-skillset assignment changes
- manual, system administration
- HDX support

Answer: C

3. A contact center has just upgraded from 3x5 lookup cards to a CRM (Customer Relationship Management) software package. The contact center agents have always gone to the filing system after placing the caller on hold to determine the status of the account. The average talk time has increased to 12 minutes average per call which has required the company to hire more agents. The company wants to use screen-pop functionality to improve customer service. What product(s) would you recommend?

- A. Symposium TAPI 3.0
- B. Symposium Express Call Center 4.2
- C. Symposium TAPI 3.0 and Symposium Agent 2.3
- D. Symposium Call Center Server 5.0, Symposium TAPI 3.0, Symposium Agent 2.3, and Symposium Web Center Portal 4.0

Answer: C

4. 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

5. 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

6. 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

7. 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

8. 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

9. 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

10. With the Symposium Call Center Server (SCCS) 5.0, how are changes made to agent skillset assignments?
- A. ad hoc from the agent-to-skillset assignment display
 - B. either ad hoc or scheduled through agent-to-skillset assignment display
 - C. through scheduled changes within the PBX for telephone-set assignments
 - D. ad hoc through changes to the programming of the telephone-set assignments

Answer: B

11. Which measurements and tool should be used to provide the appropriate calculations for the maximum number of active agents that one can configure on a Symposium Call Center Server (SCCS) 5.0?
- A. Calculations are based upon call volume, call complexity and CPU utilization and are configured within the Capacity Tool.
 - B. Calculations are based upon number of supervisors, real-time screens and call volume and are configured within the Capacity Tool.
 - C. Calculations are based upon call volume, call complexity and PBX specifications and are configured within the Meridian 1 Configurator tool.
 - D. Calculations are based upon real time displays, call volume, call complexity and CTI applications and are configured within the Capacity Tool.

Answer: A

12. Which two statements describe the key selling points of a standalone Symposium Call Center Server (SCCS) 5.0? (Choose two.)
- A. provides skill-based routing and call-treatment flexibility
 - B. provides increased flexibility to contact centers with up to 150 active agents
 - C. provides the capability to blend telephone and email traffic to an agent's desktop
 - D. provides real-time displays, customized performance statistics and "call-by-call" reporting
 - E. provides multi-media, skill-based routing and reporting to support agents through an IP network

Answer: AD

13. To provide customers with voice processing features (e.g., Expected Wait Time or Position in Queue) without networking, which Symposium Call Center Server (SCCS) package(s) would be required? Assume CallPilot is installed.

- A. 100
- B. 200
- C. 100 and 200
- D. 100, 200, and 300

Answer: C

14. To provide customers with Call-by-Call reporting capabilities without networking, which Symposium Call Center Server (SCCS) 5.0 package(s) are required?

- A. 100
- B. 100 and 200
- C. 100, 200, and 300
- D. 100, 200, 300 and 350

Answer: B

15. The Symposium Call Center Server (SCCS) 5.0 acquires dedicated CallPilot ports for feature interaction. Which features are calculated to determine the appropriate number of dedicated ports?

- A. Give IVR ports+ RAN ports
- B. Give IVR ports + Collection of Digits ports
- C. Broadcast Announcements ports + Collection of Digits ports
- D. Give IVR ports + Collection of Digits ports + Broadcast Announcement ports

Answer: D

16. What type(s) of reports can be created and imported into the Symposium Call Center Server (SSCS) 5.0?

- A. CCMIS reports
- B. Crystal reports
- C. Meridian MAX reports
- D. Any ODBC/SQL compliant reports

Answer: B

17. A customer is planning to expand their help desk of 600 agents by 50 agents per year for the next three years. They are running Symposium Call Center Server (SCCS) 5.0 with a Succession 1000 system. What impact will this have on the number of Control Directory Numbers (CDNs) supported and acquired by the SCCS 5.0?

- A. One additional CDN is required in each new year.
- B. One additional CDN is required in the first year.
- C. Two additional CDNs are required in the second year.
- D. There is NO change to the number of CDNs required.

Answer: D

18. What is the total number of Interactive Voice Response (IVR) ports, either digital or analog, supported by the Symposium Call Center Server (SCCS) 5.0?

- A. 128
- B. 256
- C. 512
- D. 1,000

Answer: D

19. What is the maximum number of skillsets that can be created and networked with Symposium Call Center Server (SCCS) 5.0?

- A. 350 created and 100 networked
- B. 500 created and 500 networked
- C. 996 created and 350 networked
- D. 1,000 created and 1,000 networked

Answer: D

20. A customer with a Succession 1000M RIs. 3.0 switch is implementing a Symposium Call Center Server (SCCS) 5.0 in their system. Why are they required to install an Embedded LAN (ELAN)?

- A. to include External Interactive Voice Response (IVR) traffic
- B. to isolate Intelligent Call Manager (ICM) call traffic

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C. to deploy Symposium Voice Services with MIRAN

D. to isolate Application Module Link (AML) call traffic

Answer: D