Exam   :   **920-447**

Title   :   nncse-contact center exam

Version   :   DEMO

1. A life insurance company has a SCCS 4.0 with Meridian 1 Option 11C 25.30, MPS IVR, and Meridian Mail 13. ? The company also has a third party CRM application where they store all of their customers' information, sorted by individual case number. ? They are using the MPS IVR to collect case numbers from callers and route the call based on that number. ? They want to implement a solution that will make their business more efficient. ? The solution will bring callers' information from the CRM application to their agents' desktops based on the callers' input that is collected by the MPS IVR. Which application best meets their needs?

A. Symposium TAPI

B. Symposium Web Client

C. Symposium Web Center Portal

D. Symposium Agent and TAPI SP
Answer: D

2. Given the following network information: ? A customer has Symposium Agent 2.3 to implement soft phone functionality. ? They have a web server and web directory set up. ? They created a Call Rule to deliver all telephony information to agents' desktops through agentTab . ? Call Rule is executed when a call is presented to agents' phone sets. ? The following day lunch agents report that agentTab is no longer populated with call statistics. What is the first step in troubleshooting this problem?

A. Restart SA server.

B. Restart agents' desktops.

C. Verify that SA Watchdog service is running.

D. Verify that SA Call Monitor service is running.
Answer: D

3. Given the following network information: ? A customer has a Meridian 1 Opt 11-C X11.25.40B, Symposium Call Center Server (SCCS) 4.0, Symposium TAPI 2.3, Symposium Agent (SA) 2.3 and Meridian Mail 12. ? They have a Win NT network with Win 95 clients. ? They want to move the server with TAPI/SA from Win NT to a Win 2000 operating system and to use the old server for another purpose. ? Therefore, they have to remove SA from that server. ? After they removed SA and MTS, they had to remove Sybase Adaptive Server. ? They stopped Sybase services, put them in manual starting mode and tried to delete the Sybase folder but they couldn't delete them. ? An error appeared saying that those files are used by another application. What has to be done in order to delete the Sybase folder after stopping Sybase services?

A. Sybase folder cannot be read-only.

B. The server must be rebooted to release the DLLs.

C. All registry keys related to Sybase must be deleted.

D. The server must be rebooted to release the DLLs and all registry keys related to Sybase must be deleted.
Answer: D

4. A customer has encountered a problem with their Symposium Agent server that requires a complete uninstall of the software from the server. Which step is NOT part of a complete Symposium Agent server uninstall procedure?

A. Remove Sybase Adaptive server software.

B. Remove Symposium Agent from the Client.

C. Remove Symposium Agent server components.

D. Remove Symposium Agent Call Rules Explorer from the server.

E. Remove Microsoft Transaction Server packages or COM+ applications from the server.
Answer: B

5. A customer encounters a problem with their Symposium Agent server that requires a complete uninstall of the software from the server. Which step must be taken before the Symposium Agent components can be removed from the server?

A. Restart client computer

B. Restart server computer

C. Change Server IP address

D. Remove virtual directories from Internet Information Server.
Answer: D

6. A company has two Contact Centers in their facility; one is for sales and the other is for technical support for their products. ? The technical support group needs to access the internet and the intranet to effectively do their jobs. ? The company has decided to implement Symposium Agent 2.3. ? The technician loading the Symposium Agent 2.3 software onto the Windows 2000 server is logged on as a supervisor. During the software installation, the technician receives an indication on their monitor that some of the files would not load. After analyzing the information presented by the technician, what is wrong?

A. The technician should uninstall and reload the software again.

B. The technician should ignore the message unless it is a - *.dll file.

C. Only a user logged in with Administrator privileges can load software.

D. The technician should reload the software again because sometimes it doesn't work the first time.
Answer: C

7. An insurance company has SCCS 4.0, Symposium TAPI 2.2, Meridian 1 Option 11C 25.10 and Octel voice mail in their Contact Center. ? They have 50 call center agents. ? They want to implement a CTI application which will allow their agents to handle incoming and outgoing calls without phones, just with click of mouse. What application will accomplish that?

A. Symposium Agent

B. Symposium Web Client

C. Symposium Web Center Portal

D. Symposium Express Call Center
Answer: A

8. A dental equipment company has a Meridian 1 Opt 11C, SCCS 3.0, Symposium TAPI SP 2.3, Symposium Agent 2.3 and Meridian Mail 11. ? They have 25 agents and 2 supervisors. ? They run on a Windows NT network with Win NT workstations as client. ? They have a third party database where they have to log in manually using a complex sequence of user ID and passwords and a few additional key strokes into a similar window to get information about suppliers (mailing address, phone number, etc). ? They set up a keystroke call trigger to automate this task based on the CLID delivered by Symposium TAPI to their agents. ? The keystroke call trigger records all requested entries which are usually entered manually. ? They set up a call rule afterwards to be applicable for inbound calls only since they are an inbound call center and are to be activated when a call arrives based on CLID. ? They set up a call rules group as well. ? During the final testing phase, they noticed that it doesn't work as it should; agents are getting database window popups on their monitors but they have to manually enter all data. It appears that the trigger isn't working. What did they miss in the configuration?

A. They didn't set up a call rules group.

B. The agents are not associated with a call rules group.

C. The agents don't have local admin privileges on their machines.

D. The agents have to open the third party database manually and login in order to have the call rules work.
Answer: B

9. A customer with a credit card business has a Meridian 1 Option 61C 25.10 and SCCS 4.0 with a third party database where all their customers' information is stored. ? They want a Contact Center application that will increase productivity by providing their agents with screen pops at their PCs. ? If the customer is in the company's database, the screen pops will be triggered by the caller's phone number and will be

populated with caller information as soon as the call arrives on the phone sets. ? If this is a new customer, a blank window will pop up to let them enter the caller's information. Which applications will meet their needs?

A. Symposium TAPI and Symposium Agent

B. Symposium TAPI and Symposium Web Client

C. Symposium Web Center Portal and Symposium TAPI

D. Symposium Call Center Server and Symposium Agent
Answer: A

10. A company is using Symposium Agent 2.3 with Symposium Call Center Server. ? The Symposium 2.3 has its own Windows 2000 server. ? The technician loaded the Symposium Agent 2.3 onto the Windows 2000 server as an Administrator. ? The security dongle is attached to the parallel printer port of the server. The Symposium Agent 2.3 is not working. Determine the next logical step to troubleshoot the problem.

A. Try to ping the PBX from the server.

B. Verify that the keycodes are correct.

C. Make sure there are no conflicts on the Sybase ports.

D. Check to see if the license.dat file is in the \WINNT\System32 folder.
Answer: D

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