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920-130

Nortel

Symposium Express Call Center

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QUESTION 1:

Certkiller .com installed a Symposium Express Call center (SECC) with Voice Services card. The customer added a few new phone sets and CDNs and executed a data import after Voice Services had been configured. Since then complaints have been received that channels cannot be acquired by the VS service and the status of the Voice Series card is logged in? What is the first step in troubleshooting this problem?

- A. Reboot SECC server
- B. Reset voice service card
- C. Make sure that voice services are still acquired on the switch
- D. Make sure that voice services ports are acquired as agents instead of voice ports

Answer: D

QUESTION 2:

Certkiller .com with Meridian mail installed Symposium Express call center (SECC). They use meridian Mail for playing announcements and menus after a while, they notice phantom calls? In the SECC client Real time display (RTD). Phantom calls are calls which exist in RTD but not in the real world. What is the first step in troubleshooting this fault?

- A. Restart meridian mail
- B. Restart SECC server
- C. Check that meridian mail ports used by SECC are not shared with any other application.
- D. Check that the password did not expire for meridian mail mailbox used for stored announcements

Answer: C

QUESTION 3:

Certkiller .com working a third-party program with a Symposium Express call center system has a blue screen after installing Pc any where software what is the most likely resolution for this problem?

- A. Uninstall antivirus software, restart server
- B. Uninstall smart start utilities , restart server
- C. Uninstall third-party software (word processing, graphic), restart server
- D. Pc Any where software is not compatible. Uninstall pa Any where restart server

Answer: C

QUESTION 4:

An administrator at Certkiller .com site is about to install Symposium Express call center and



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