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920-131

Nortel
Symposium Express Call Center Inst and Maint

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QUESTION 1:

A site has just installed Symposium Express call center for the first time. The Succession 1000 Rls. 3.0 has been programmed. When the administrator tries to acquire the operation fails. What is the probable cause of this failure?

A. The VISD prompt is defined for the CDN in LD 23.
B. The acquisition of the CDN is not part of the keycode.
C. The VISD prompt is not defined for the CDN in LD 23.
D. The VISD is not programmed property in LD 17 configuration.

Answer: D

QUESTION 2:

A new call flow was added to Symposium Express and configuration was completed the field engineer discovery that the "CDN" number was entered incorrectly in Express. What should be done within the CDN's window to resolve this?

A. Enter into the properties of the "CDN" and the cdn number and refresh.
B. De-acquire the "CDN" and change the cdn number in the "properties" and of this cdn.
C. De-acquire the "CDN" and change the cdn number in the pbx and then re-acquire.
D. Delete the original "CDN" and then enter a new one with the proper name and CDN number.

Answer: D

QUESTION 3:

During a system test the Symposium Express Call Center greeting or wait announcement is not played and the caller to hear ring back or the next appropriate greeting. What Voice Services announcement should the field engineer check?

A. That the call treatment is configuration property.
B. The announcement file (.sbd file) , could be linked to the treatment out of synchronization.
C. The announcement file (.sbc file) , could have been renamed, deleted, or restored out of synchronization.
D. The announcement file (.sbc file) , could have been renamed or restored out of synchronization, or corrupted.

Answer: C

QUESTION 4:

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