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Symposium Call Center Server 5.0

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DEMO EXAM

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QUESTION 1:

A customer named Certkiller .com wants to install Symposium Call Center Server (SCCS) 5.0 on a Windows 2000 Server. What is the SCCS service which provides communication between a switch and a host application?

- A. Voice Service Manager (VSM)
- B. Staistical Data Propagator (TSM)
- C. Telephony Service Manager (TSM)
- D. Meridian Link Service Manager (MLSM)

Answer: D

QUESTION 2:

A customer named Certkiller .com installed symposium Web Client (SWC) 4.5 on a Windows 2003 server. Which user account has to be added after SWC installation?

- A. iceAdmin
- B. IUSR_SWC
- C. TsInternet
- D. Webadmin

Answer: B

QUESTION 3:

A customer named Certkiller .com wants to install Symposium Call Center Server (SCCS)5.0 on a Windows 2000 Server. Which condition must be met regarding the computer name?

- A. The computer name must be in lower case letters.
- B. The computer name and the DNS host name must NOT match.
- C. The computer name and the DNS host name must match.
- D. The computer name and the DNS host name must match exactly, to include upper case and lower case letters.

Answer: D

QUESTION 4:

A customer named Certkiller .com installed Symposium Web Client (SWC) 4.5 on a Windows 2003 server to manage Symposium Call Center Server (SCCS) 5.0. The servers can communicate with other servers/PC using either multicast or unicast data. When choosing this option on the server, what is the proper configuration?

- A. SCCS sends multicast data to swc, which then sends only multicast data to desktop PCs.
- B. SCCS sends multicast data to SWC, which then sends only unicast data to desktop PCs.
- C. SCCS sends unicast data to SWC, which then sends either multicast or unicast data to desktop PCs.
- D. SCCS sends multicast data to SWC, which then sends either multicast or unicast data to desktop PCs

Answer: D

QUESTION 5:

A customer named Certkiller .com installed Symposium Web Client (SWC) 4.5 on a Windows 2003 server. They want to receive real-time on their client PC via unicast stream. Where can you configure the Application server to send data using unicast?

- A. RSMConfig.exe on SCCS
- B. MulticastCtrl.exe on SCCS
- C. Real-Time Display (RTD) configuration in SWC under the Real-Time reporting window
- D. RTRregistry settings in Start/Programs/SWC/Configuration on the Application server

Answer: D

QUESTION 6:

A customer named Certkiller .com has Succession 1000 RIs. 3.0 and wants to install Symposium Call Center Server (SCCS) 5.0. An Embedded Local Area Network (ELAN) must be used for communication. How should you program the Action and Device number when defining the ELAN on Succession?

- A. Any TTYport
- B. ELAN (16-31)
- C. ELAN (0-15)
- D. TTY (16-31)

Answer: B

QUESTION 7:

A customer named Certkiller .com has Symposium Call Center Server (SCCS) 5.0 with Symposium Web Client (SWC) 4.5. They have to configure the browser on desktop PC for Web Client access. What is the proper way of configuring security for web browser?

- A. SWC URL must be configured as a trusted site and all cookies can be disabled
- B. SWC URL must be configured as a trusted site and all cookies can be disabled
- C. SWC URL does NOT have to be configured as a trusted site and all cookies can be Disabled.

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