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# 920-316

## Nortel

SCCS/Express/TAPI/Web Client/Agent

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**QUESTION 1**

Symposium Agent provides enterprises with the ability to add agents in groups and to purchase licenses incrementally to meet the growth demands of the CTI screen-pop-enabled agents. What license packages are available to configure?

- A. 1, 10, 50, 100, 200, 500
- B. 1, 5, 10, 25, 100, 250, 500
- C. 1, 5, 10, 50, 100, 200, 300, 500
- D. 1, 10, 25, 50, 75, 100, 300, 500

Answer: A

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**QUESTION 2**

An enterprise wants to add desktop functionality that is flexible and able to respond to the different needs of callers based on the skill set the calls is routed into. This mid-sized organization of 100 agents has the expectation to grow to 150 over the next two years, but will only accept a low-cost solution. What contact center product provides this flexibility?

- A. Symposium Agent with the ability to present the correct screen to the agent based on business rules
- B. Symposium Web Center Portal with the ability to present e-mail, chat, an/or collaboration screens based on customer requirement
- C. Symposium Agent Greeting with its ability, based on skill-set, to customize information for call presentation
- D. Symposium TAPI SP with the ability, based on skillset, to route caller information with the call delivery at the phoneset

Answer: A

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**QUESTION 3**

For Symposium Agent (SA) to be fully operational in a Meridian1 or DMS environment, what key component must be in place to monitor the client lines?

- A. TAPI server must be installed to monitor the client lines
- B. TAPI server must be installed to monitor the client lines but only if used to monitor or control Multiple Appearance Directory Number (MADN) lines
- C. There are no other requirements outside of Symposium Agent to monitor client lines.
- D. There are no other requirements outside of Symposium Agent to monitor client lines.

Answer: B

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**QUESTION 4**

Symposium Agent and TAPI can co-reside on the same server if the agent count does not exceed which?

- A. 500

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