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920-326

Nortel
Symposium Contact Center Portfolio

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QUESTION 1
Certkiller .com is planning to purchase buy a Symposium agent 2.3 to operate in
conjunction with Symposium call center server (SCCS) 5.0 and Symposium TAPI server
Provider 3.0 they have a succession 1000M Rls 3.0 as their PBX. Which telephone sets
would you recommend?

A. Only digital telephones
B. Only Nortel network internet telephones
C. Digital telephones (M2XXX and M3XXX) and 2500 sets
D. All 2500 sets and nortal networks telephones except the SL-1 telephones

Answer: C

QUESTION 2
For Symposium agent (AS) 2.3 to be fully operational in a Succession 1000 Rls. 3.0
environment, what key component, must be in place to monitor the client lines?

A. None. SA will only run in the meridian 1 environment
B. TAPI server must be installed to monitor the client lines
C. There are NO other requirements outside of Symposium Agent to monitor client lines
D. TAPI server must be installed to monitor the client lines but, only if used to monitor or
control Multiple Appearance Directory Number (MADN) lines.

Answer: B

QUESTION 3
Certkiller .com has deployed Symposium call center server (SCCS) 5.0 and Symposium
TAPI service provider 3.0 they want to add Symposium agent (SA) 2.3 to their system.
Initially they have 350 agents that would be using SA 2.3 but would double the agent in
four months. What configuration of SA 2.3 would you recommend that would server them
for the foreseeable for the foreseeable future?

A. deploy a separate server for SA 2.3
B. run SA 2.3 concurrently on the TAPI server
C. run SA 2.3 concurrently on the SCCS 5.0 server
D. an alternative to SA 2.3 because the maximum agents are exceeded

Answer: A

QUESTION 4
Certkiller .com has Symposium agent 2.3. what windows technology is used for Symposium
agent 2.3 softphone on the agent's desktop?

A. MTS
B. ODBC
C. DCOM

D. Activex control

Answer: D

A mid-sized enterprise company with 100 agents wants to add CTI desktop functionally that is fixable and able to respond to the different needs of callers based on the skillset the call is routed into. The company expects to grow to 150 agents over the next two years. Which 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 agent greeting with its ablity based onskillset, to customize information for call presentation
C. Symposium TAPI SP with the ability based on skillset, to route caller information with the call delivery at the telephone set
D. Symposium webcenter portal with the ablity to present e-mail. Chat and/or collaboration screens based on customer requirement

Answer: A

Certkiller .com is planning to implement Symposium agent 2.3 with 300 concurrent users. What is the recommended configuration for the TAPI Service Provide and Symposium agent 2.3 software?

A. Both applications can run on the same server platform
B. 300 conncurrent users or more must have separate configuration
C. separate servers should be used for each application regardless of number of users
D. separate servers should be used for each application regardless of number of users

Answer: A

An existing enterprise customer wants to add contact center administrative functionality for the 110 supervisors within their environment. The IT deployment storage opposes adding any products at the desktop level that will require configuration resident software loading or ongoing IT support staff after installation at desktop. Which product (S) can scale to this extent and meet the IT requirements?

A. Symposium web client with server loaded enhancements
B. Symposium classic client with minimum enhancements downloadable from the internet
C. A combination of Symposium classic client and Symposium web center portal client with minimal internet accessed enhancements

Answer: A

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