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QUESTION & ANSWER

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Exam : **920-106**

Title : NNCSS SYMPOSIUM CALL CENTER EXAM

Version : DEMO

1. When upgrading a SECC Client you get an error When upgrading a SECC Client you get an error annot overwrite C:\Nortel\Iccm\En\crp32.dll.?What must be done previous to the upgrade to resolve this issue ?

A. Remove all Client peps and reboot the Server.

B. Make sure that SP5 or SP6a is installed before the upgrade.

C. Ensure Report Listener is closed down before upgrading the client.

D. This error is intermittent and if it occurs it can be cancelled and ignored.
Answer: C

2. Following the installation of the Symposium Express 3.0 server software, what steps must the field engineer take to install PEPs on the Symposium Express server?

A. Log on to the NT server as NGenDist, shutdown all applications, and proceed with the PEP installation.

B. Log on to the NT server as Administrator, shutdown screen savers, and proceed with the PEP installation.

C. Log on to the NT server as NGenSys, shutdown all applications, including screen savers and proceed with the PEP installation.

D. Log on to the NT server as NGenDist, shutdown all applications, including screen savers and proceed with the PEP installation.
Answer: C

3. Before you perform software upgrade from these versions of Symposium Web Client (04.00.037.00 to 04.02.011.04 inclusive) to a version downloaded from the Nortel web site, what must you do?

A. Ensure that Active Directory is installed.

B. Ensure Sybase is installed in the Default directory.

C. Make sure that SP5 or SP6a is installed before the upgrade.

D. Download the Microsoft Windows Installer package "CRTEmplates.msi".
Answer: D

4. A field engineer is performing an upgrade from Symposium Call Center Server 1.5 to 4.0 on a PVI platform. The steps to restoring the database have been completed. An error during the database initialization states: "could not create database". Given that a successful integrity check on the database has been run, what steps should the field engineer perform next?

A. Key the database in by hand.

B. Fdisk and format all hard drives, perform the procedure again from the beginning.

C. Uninstall Symposium Call Center Server, and start the procedure over from that point.

D. Check the platform recovery disk for database segmentation and contact Nortel Networks support if segmentation is found.
Answer: D

5. A field engineer at a customer's site is preparing for a Symposium Call Center Server 1.5 to 4.0 migration. In performing the pre-upgrade checks it is discovered that the disk partitions on the 1.5 server are primary partitions. What action should the field engineer take next?

A. The migration can proceed, making note of the problem. The partitions will be created correctly on the new 4.0 server.

B. Schedule time with the customer to convert the drives from primary to extended partitions using individual full backups for each drive as time allows.

C. Perform a database backup on the 1.5 server. Use Disk Administrator to delete the partitions and re-create them as extended partitions. Perform a database restore.

D. Perform a full backup on the 1.5 server. Fdisk and format the 1.5 server drives. Perform the full restore procedure, ensuring the database drives are partitioned as extended partitions.

Answer:A

6. A customer is using Symposium Web Client to manage and configure a call center and its users. Active Directory and other files are used to store user data. When restoring data in the event of a system failure in this scenario, which statement is TRUE regarding where the Active Directory can be restored?

A. Onto a remote directory of a network computer

B. Only onto an application server other than the original server

C. Only onto the same application server where the backup was created

D. Onto the same application server where the backup was created or onto a different application server
Answer: D

7. Once the SMI workbench client software has been successfully installed on the client PC, what are the steps to connect the client PC with the Symposium Call Center Server 4.0?

A. Select Start Menu, choose programs, SMI workbench, double click add system, enter the clan IP address.

B. Select Start Menu, choose programs, double click add system, the add SMI System dialog box appears, click finish.

C. Select Start Menu, choose programs, SMI workbench, double click add system, the add SMI System dialog box appears, enter the computer name.

D. Select Start Menu, choose programs, SMI workbench, double click add system, the add SMI System dialog box appears, enter computer name or clan IP.
Answer: D

8. A customer has decided not to configure DNS service on the Web Client Win 2000 Server. Which files need to be manually updated on the Web Client 4.0 server to replace this functionality?

A. config.sys

B. lmhost table

C. command.com

D. autoexec.bat
Answer: B

9. The field engineer is preparing to use the "import configuration data" wizard to add to the Symposium Express Call Center 3.0 database automatically. What information is brought into the server using the "import configuration data" wizard?

A. User, skillset, agent to skillset assignment, and call presentation classes.

B. User, skillset, agent to supervisor assignment, and call presentation classes.

C. Agent only users, skillset, agent to skillset assignment, and call presentation classes.

D. Supervisor only users, skillset, agent to skillset assignment, and call presentation classes.

Answer:A

10. A field engineer is preparing a new Symposium Call Center Server 4.0 installation. What must be configured to enable the server to communicate with all required components?

A. TCP/IP on the PBX switch

B. TCP/IP on the TAPI Server

C. TCP/IP on the ELAN, CLAN NIC and RAS

D. NetBios on the Symposium Call Center Server
Answer: C