

# QUESTIONS & ANSWERS

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**Nortel**

# 920-326

*Symposium Contact Center Portfolio*



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D. Via the Symposium Server version of Meridian Link using ELAN.

**Answer:** D

**QUESTION:** 65

A customer wants their supervisors to access standard/custom reports. What configuration(s) and groups would you recommend?

- A. Contact Center Management and Access to define the report groups to a supervisor
- B. Access and Partition Management to define the report groups for a supervisor
- C. Contact Center Management to determine what groups are assigned to a supervisor
- D. Partition Management and Contact Center Management to define the group assignments for a supervisor

**Answer:** B

**QUESTION:** 66

What additional tools are available to help the agent respond to current Contact Center conditions within a part of a Symposium Call Center Server (SCCS) 5.0 environment?

- A. Agent-display via visible and audible alerts from Symposium Web Center Portal (SWCP).
- B. Agent Desktop Displays with visual and audible alerts that are accessed via Symposium Web Client.
- C. Agent-accessed real-time displays to help agents determine the times to become active in additional skill sets accessed via Symposium Web Client.
- D. Agent skill set-assignment access to determine when others in the group should login to take calls during high call volumes accessed via Symposium Web Client.

**Answer:** B

**QUESTION:** 67

What software is required on the supervisor PC to access the information from Symposium Web Client 4.5?

- A. Internet Explorer v.5.01
- B. Internet Explorer v.6.0 SP 1

- C. Netscape Communicator v.4.07
- D. Netscape Communicator v.4.07 SP 1 or greater

**Answer: B**

**QUESTION: 68**

A customer has multiple Symposium Call Center Server (SCCS) 5.0 locations that were originally managed autonomously. Economic changes have since modified the business environment. Supervisors are now required to manage agents of like skills in their 10 locations. What tool(s) will provide a view of the locations to easily permit supervisors to manage their contact center environment from a single location?

- A. SYMON 2000 products on the reader board
- B. Symposium Web Client with customized public displays
- C. A combination of Symposium classic client and SYMON 2000 reader boards
- D. Symposium classic client with real time displays for each of the 10 locations open

**Answer: B**

**QUESTION: 69**

A customer is expecting to reuse a decommissioned server to run Symposium Call Center Web Client (SWC). For optimal performance, the average CPU utilization on both the application server and the client should not exceed 70% over at least a 15-minute time period. What recommendation would you make to reduce the CPU load on the SWC 4.5 server?

- A. Disable anti-virus scanning.
- B. Schedule large reports to be printed into file.
- C. Perform backup/restore procedures on the network.
- D. Configure Real Time Display (RTD) to display less data.

**Answer: D**

**QUESTION: 70**

In the Symposium Web Client 4.5, what form of data transmission must be used for proper functioning of Agent Desktop Display?

- A. IP multicast
- B. Standard unicast
- C. Point-to-point unicast
- D. Standard unicast or multicast

**Answer:** A

**QUESTION:** 71

An enterprise wants to provide tools-access to agents to help them manage their time and access to call queues. What automatic feeds from Symposium Call Center Server (SCCS) 5.0 and/or Symposium Web Client 4.5 are used to provide agent current information on call center call volumes?

- A. Real Time Display
- B. Call Volume Display
- C. Agent Desktop Display
- D. Supervisor Desktop Display

**Answer:** C

**QUESTION:** 72

A customer has separate discrete business units and wants to keep supervisors from seeing each other's contact center real time and historical information. Business unit owners do NOT want supervisors managing each other's agents. From an administrative perspective on Symposium Web Client (SWC) 4.5, how would you respond to the customer's requirement?

- A. Assign the agent to the supervisor's partition.
- B. Notify the agent of their login and the supervisor that will monitor them.
- C. Assign full access privileges to the supervisor for the supervisor's partition.
- D. Separate the agents into their own agent's partition to ease monitoring by the supervisor.

**Answer:** A

**QUESTION:** 73

What is the minimum refresh rate of agent information, in seconds, that can be configured at the Symposium Call Center Server (SCCS) 5.0 for Symposium Web Client 4.5 users, knowing that it can be adjusted to achieve optimal balance between latency and CPU consumption?

- A. 0.5
- B. 1.5
- C. 2
- D. 5

**Answer:** A



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