

920-105

Nortel

Symposium Call Center Server Installation and Maint.

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QUESTION 1:

Symposium Web Client is being installed for a call center application. The setup wizard is being utilized and being to acquire configuration information and to search for third party software and components on the application server. If Microsoft Active Directory is not detected on the application server, what action will be taken by the setup wizard?

- A. Installed process will be terminated
- B. Wizard will ask if you want to install Microsoft Active Directory
- C. Installation process will proceed but real-time reports will not function
- D. Installation process will proceed but historical reports will not function

Answer: A

QUESTION 2:

A customer requires Historical reporting features enabled in a key code. Which third party software must the field engineer install on the Windows 2000 server prior to the installation of the Web Client application?

- A. MADDC 2.5
- B. WinSocket 2
- C. Crystal Report
- D. Sybase Open Client

Answer: D

QUESTION 3:

At customer site the client PCs use partial Dynamic Host Configuration Protocol (DHCP) to communicate with the server. During a review of the Symposium Call Center Server 4.0 installation the field engineer discovers that the DNS and WINS are not configured. Select the likely consequence of NOT configuring the DNS Or Wins.

- A. No scripting changes are sent from the client back to the server.
- B. No client admin changes are sent from the client back to the server.
- C. No real time display information is sent from the server back to the client.
- D. No scheduled report information is sent from the server back to the client.

Answer: D

QUESTION 4:

A field engineer is creating an Extended 4GB Partition in a server with a physical 4 GB Hard Drive for Platform vendor Independence(PVI). The PVI Compliance Check Utility that is run just before installing the Symposium Call Center Server 4.2 software may

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indicate a non-compliant condition as it looks for a minimum drive space of 4096 Mbytes. What is the proper course of action for the field engineer to take if this happens?

- A. The field engineer can safely ignore this warning if there are 4080 Mbytes or more of space available on the Extended partition.
- B. The field engineer must select the "enable file and folder compression option" when reformatting the Extended Partition before proceeding.
- C. The field engineer must build the drive as Primary partition to get the 4096 MB of space necessary to pass the Symposium Call Center 4.2 PVI Compliance Check Utility.

Answer: A

QUESTION 5:

If call center has 109 Symposium Web Client supervisor and administrator users and 900 Agent Desktop Display users, Nortel Networks recommends that you use a minimum of which platform for your application server?

- A. Pentium II, 450 MHz processor with a minimum 256 Mbytes of RAM
- B. Pentium III, 733 MHz processor with a minimum 512 Mbytes of RAM
- C. Pentium III, 933 MHz processor with a minimum 256 Mbytes of RAM
- D. Pentium IV, 1.4 GHz or equivalent with a minimum 1.0 Gbytes of RAM

Answer: D

QUESTION 6:

A field engineer is installing Symposium Call Center Server 4.0 on a Platform Independent (PVI) hardware solution with 8 Physical 4 GB Hard Disk Drives that are configured as 4 Logical Drives in RAID. The 4 Hard Disk Drives are partitioned with Drive C: as 4 GB Primary Partition, and Drives D:, F:, and G: as 4 GB Extended Partitions. In this configuration, which Drive will the NT4 Operating System be installed on, which Drive will Sybase be installed on, and which drive will the Symposium Call Center Server 4.0 application be installed on?

- A. OS, Sybase, and Symposium Call Center Server 4.0 on Primary Partition C:
- B. OS on Primary Partition C:, Sybase and Symposium Call Center Server 4.0 on Extended Partition D:
- C. OS and Sybase on Primary Partition C:, and Symposium Call Center Server 4.0 on Extended Partition D:
- D. OS and Symposium Call Center Server 4.0 on Primary Partition C:, and Sybase on Extended Partition D:

Answer: B

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