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Exam : **920-170**

Title : symposium call center server 5.0 applicaiont Developer

Version : DEMO

1. A customer has a Symposium Call Center Server (SCCS) 5.0. Which unit of measurement should be used to configure Service Level Thresholds using Symposium Call Center Web Client 4.5?

A. milliseconds

B. half seconds

C. seconds

D. thirty seconds
Answer: C

2. A customer has Symposium Call Center Server (SCCS) 5.0 and wants to assign five agents to a new skillset using Symposium Call Center Web Client 4.5. What is the recommended way to assign those agents to a new skillset?

A. Assign the new skillset to those agents partition.

B. Use the Skillset window from the Skillset view to assign one or more agents, one skillset at a time.

C. Select all five agents from the Agent Details window, then use the drag and drop feature.

D. Use the Skillset section in the Agent Details window to assign all agents at the same time to the new skillset.
Answer: B

3. A customer has a Symposium Call Center Server (SCCS) 5.0 and requires agent telephones to enter Not Ready Mode (NRD) after a defined time limit is reached. Which method should you use to configure NRD on agent telephones using Symposium Call Center Web Client 4.5?

A. Make Set Busy

B. Call Force No Answer

C. Let Call Ring

D. Return to Queue
Answer: D

4. A customer has Symposium Call Center Server (SCCS) 5.0 installed. They want to run a report which will show them the sum of all treatments excluding Host Lookup for calls received by the SCCS. Which report will show them the required information?

A. Application Delayed Abandon

B. Application Performance Report

C. Application Call Treatment Report

D. Application Delayed Before Answer

Answer: C

5. A customer has Symposium Call Center Server (SCCS) 5.0 and wants to create new agent using Symposium Web Client 4.5. What else must be done besides creating the new agent to enable a supervisor to see the new agent in Real-Time Display, Contact Center Management and Historical Reports? (Choose two.)

A. The supervisor has to be configured as the reporting supervisor for the new agent in supervisor's configuration.

B. The supervisor has to log off from Symposium Web Client and log back in for the changes to be visible.

C. The new agent has to be logged in to Symposium Web Client for the changes to take place.

D. The new agent has to be assigned to the supervisor's partition.
Answer: CD

6. A customer has Symposium Call Center Servers (SCCS) 5.0 at three sites and is using Symposium Web Client 4.5. Their administrator has assigned basic access to the Contact Center Management (CCM) component to a user. For the user to see CCM entries, what should the administrator do next?

A. Assign the user a partition that includes CCM.

B. Assign the user a partition that includes CCM and skillsets.

C. Assign the user an access class that includes agent and supervisor access on all three SCCS servers.

D. Assign the user an access class that includes agent and supervisor access on at least one SCCS server.
Answer: D

7. A customer has Symposium Call Center Server 5.0 installed. They recently increased the number of days for which SCCS collects data (interval collection period) using the Historical Statistics Duration property page. When will those changes take effect?

A. at midnight

B. immediately

C. after server reboot

D. when the current 15-minutes interval is ended
Answer:A

8. You upgraded the Symposium Call Center Web Client several times. Based on this, how many times should the Simple Object Access Protocol (SOAP) be installeed on each client's PC?

A. The client PC does NOT require SOAP.

B. The value will depend on how many times you have upgraded SCCS.

C. Twice. The SOAP component is intalled before and after the SCCS upgrade.

D. Only once it does NOT matter how many times the software was upgraded.
Answer: D

9. A customer has a Symposium Call Center Server (SCCS) 5.0 and a Symposium Web Client 4.5. Their administrator wants to create access classes for various Web Client users. Which two Web Client components will be controlled by the access class settings the administrator will create?(Choose two)

A. Scripting

B. Audit Trail

C. Historical Reporting

D. Real-Time Displays

E. Contact Center Management
Answer:AE

10. A customer has a Symposium Call Center Server (SCCS) 5.0 and a Symposium Web Client 4.5. Their administrator wants a user to access scripts through the Web Client application. Once the user's basic access is assigned to the Scripting component, what else must the administrator do?

A. Assign the user a partition that includes only scripts.

B. Assign the user a partition that includes all scripting elements.

C. Assign the user an access class with at least read only access for scripts.

D. Assign the user an access class with at least read only access for script variables.
Answer: C