



[Nortel 920-130 认证题库](#)

认证考试名称: NNCSS-Symposium Express Call Center 4.2

考题数量: 57 Q&As

[Pdf Demo](#)

[Nortel 920-130 认证考试题库](#)

NCSS 920-130题库由资深IT认证讲师和NCSS 产品专家结合PROMETRIC或VUE的真实考试环境最新原题倾心打造.

题库覆盖了当前最新的真实考题, 并且全部附有正确答案, 我们承诺题库对 NCSS 920-130考试原题完整覆盖.920-130 题库助您轻松通过认证考试, 一次不过全额退款.

920-130 部分测试题目, 本样题没有包括考题中使用到的图片

Exam : Nortel 920-130

Title : NNCSS-Symposium Express Call Center 4.2

1. In a call center environment, a support specialist observes call default treatment. What is the most probable cause of the problem?

- A. a failure with the NCC
- B. a failure with the ELAN
- C. a failure with the CLAN
- D. a failure with the web client application server

Answer: B

2. A customer wants to install a Symposium Express Call Center (SECC) 4.2. Which Windows 2000 components are mandatory for SECC 4.2 server installation? (Choose two)

- A. SNMP
- B. TCP/IP
- C. NetBEUI
- D. IPX/SPX
- E. Internet Explorer
- F. Internet Information Server

Answer: AB

3. Symposium Express Call Center server has been installed and is collecting data. However, none of the Symposium Clients except the Client on the main server can see the data. What method can be used to verify connectivity between the Clients and the main server?

(Choose two.)

- A. PING the PBX IP address from the server.
- B. PING the Client PC IP address from the server.
- C. Run Chk Conn from the server for a client IP address.
- D. PING the Server CLAN IP address from the Client PC.

Answer: BD

4. Symposium Express Call Center (SECC) monitors the status of ACD queues and telephones. If the ACD agent phonesets are defined in the PBX and defined in the SECC, what must happen for monitoring of the phonesets to take place?

- A. The CDNs must be acquired.
- B. Monitoring is automatic when the ELAN is up.
- C. The phonesets must be acquired by the SECC.
- D. The phonesets must be programmed with a ES at the AAQ prompt.

Answer: C

5. A customer has Symposium Express Call Center installed and they recently changed the CLAN IP address of the SECC server due to network reconfiguration. Since then, scheduled reports do not run. What is the probable solution for this problem?

- A. Reschedule reports.
- B. Reboot SECC Client.
- C. Reboot SECC Server.
- D. Delete existing report and recreate them.

Answer: A

6. A customer has a Symposium Express Call Center installed and they want to know how to optimize network traffic on their CLAN. Which factor would increase the amount of network traffic on the CLAN?

- A. the call rate
- B. the power of the SECC CPU
- C. the buffers within the Meridian 1
- D. the refresh frequency rate to the Real-Time Displays of the Clients

Answer: D

7. A customer with Symposium Express Call Center wishes to install third party software on their Symposium Express Call Center server but is unsure which applications Nortel Networks recommends. Which application is NOT recommended?

- A. antivirus software
- B. Smartstart utilities
- C. pcAnywhere software
- D. disk compression software

Answer: D

8. A customer has a Windows 2000 network with Windows 2000 Professional desktop clients and wants to install Symposium Express Call Center (SECC). Which statement is TRUE regarding domain considerations for SECC Server?

- A. SECC Server must be stand-alone as well as SECC clients.
- B. SECC Server must be in customer domain as well as SECC Clients.
- C. SECC server can be in customer domain while SECC Clients must be stand-alone.
- D. SECC Server must be stand-alone server while SECC Clients can be in customer domain.

Answer: D

9. A customer wants to install Symposium Express Call Center (SECC) with Voice Service card. The collect digits option from the Voice Service card is required. Which other Nortel application is required in order to satisfy the customer's request in this scenario?

- A. Symposium Agent
- B. Symposium TAPI SP
- C. Symposium Web Client
- D. Symposium Web Center Portal

Answer: B

10. A customer has a Meridian 1 and wants to install Symposium Express Call Center (SECC). Which connection is used for call-processing traffic between SECC server and the Meridian 1 switch?

- A. ELAN
- B. CLAN
- C. Access link
- D. Direct serial connection

Answer: A

购买 [920-130 题库](#)

QuickPass 提供专业920-130题库

1. 3个月内免费升级服务

所有购买我们“920-130题库”的客户，都将获得3个月内免费升级的售后服务，确保客户的一次通过率。

2. 高质量和高价值的 920-130 题库

920-130 考题由我们的资深IT认证讲师和 NCSS 产品专家精心打造,包括了当前最新的真实 920-130 考题，全部附有正确答案。

3. 100% 保证您通过 NCSS 考试并且获得 NCSS 证书

所有购买 "920-130 题库" 的客户都将得到3个月的免费升级服务，保证了客户的一次通过率.QuickPass 助您一次通过NCSS 920-130考试。

购买、使用QuickPass 920-130题库，我们可确保您一次通过考试。

1. 本题库源自合作考试中心的真实考试原题，截屏后由我们的专业团队汇总整理，再经过合作培训中心资深IT认证讲师对考题校对，保证了认证考试题库的专业品质，题库试题正确率100%，对920-130认证考试考题覆盖率96%以上。您只需在参加 920-130 认证前整体学习下本题库，必定可以轻松完成考试，一次通过认证。

2. QuickPass实行“一次不过全额退款”承诺。如果您购买了我们的 920-130考题，只要不是首次通过，凭盖有PROMETRIC或VUE考试中心钢印的考试成绩单，我们将退还您购买 920-130 的全部费用，绝对保证您的利益不受到任何的损失。

3. 我们提供完善的售后服务，对所有购买题库的客户提供跟踪服务，在您购买考题后的3个月内，享受免费升级考题服务，如果在这期间，认证考试中心对 920-130 考题做出修改或变题，我们会在第一时间更新相关题库，并免费提供给您更新下载。

(920-130) 属于 NCSS 认证考试中的一门，如果需要取得 NCSS 证书，您可能还需要参加其他相关考试，详情可访问 [NCSS 题库](#) 认证专题，在那里，你将看到所有 NCSS 认证相关考试科目。

QuickPass专业提供NCSS 920-130最新题库，完全覆盖920-130考试原题。使用我们的完善的NCSS 资源，你将尽量减少NCSS 考试的成本并将在你的第一次尝试中通过 920-130认证考试。100%退款保证！

920-130 相关题库

920-803	922-097	920-250	922-096	920-322
922-093	922-095	920-215	920-331	920-326
920-330	920-481	920-460	920-138	920-160
920-118	920-172	920-251	920-233	920-249

其他 Nortel 认证题库

920-458	920-462	920-120	920-239	920-138
922-103	920-805	920-355	920-361	920-241
922-110	920-107	922-095	920-118	920-362
922-057	920-245	920-316	920-322	920-262