Exam : **920-316**

Title : Cisco Lifecycle Services
Express

Version : DEMO

1.Symposium Agent provides enterprises with the ability to add agents in groups and to purchase licenses incrementally to meet the growth demands of the CTI screen-pop-enabled agents. What license packages are available to configure?

A. 1, 10, 50, 100, 200, 500
B. 1, 5, 10, 25, 100, 250, 500
C. 1, 5, 10, 50, 100, 200, 300, 500
D. 1, 10, 25, 50, 75, 100, 300, 500
Answer: A

2.An enterprise wants to add desktop functionality that is flexible and able to respond to the different needs of callers based on the skill set the calls is routed into. This mid-sized organization of 100 agents has the expectation to grow to 150 over the next two years, but will only accept a low-cost solution. What contact center product provides this flexibility?

A. Symposium Agent with the ability to present the correct screen to the agent based on business rules
B. Symposium Web Center Portal with the ability to present e-mail, chat, an/or collaboration screens based on customer requirement
C. Symposium Agent Greeting with its ability, based on skill-set, to customize information for call presentation
D. Symposium TAPI SP with the ability, based on skillset, to route caller information with the call delivery at the phoneset
Answer: A

3.For Symposuim Agent (SA) to be fully operational in a Meridian1 or DMS environment, what key component must be in place to monitor the client lines?

A. TAPI server must be installed to monitor the client lines
B. TAPI server must be installed to monitor the client lines but only if used to monitor or control Multiple Appearance Directory Number (MADN) lines
C. There are no other requirements outside of Symposium Agent to monitor client lines.
D. There are no other requirements outside of Symposium Agent to monitor client lines.
Answer: B

4.Symposium Agent and TAPI can co-reside on the same server if the agent count does not exceed which?

A. 500
B. 600
C. 750
D. 1200
Answer: A

5.What Windows sub-components are used in the communication exchange between the Symposium Agent server running IIS, and the agent desktop running internet Explorer?

A. DCOM and MTS
B. HTTP and DCOM
C. LDAP and MTS
D. ODBC and COM
Answer: B

6.What is the recommended CPU specification for symposium Agent server in stand-alone versus co-resident mode with TAPI for 100 agents, assuring Windows NT service pak5?

A. SA will only run on a Windows 2000 platform and so cannot be sized in this scenario
B. SA will support 100 active agents in either stand-alone or co-resident mode on a Pentium II 100 Mhz CPU clock speed
C. A Pentium II 400 Mhz CPU clock speed server can only support 100 Active Agents in a stand-alone mode Symposium Agent server
D. SA will support 100 active agents in either stand alone or co-resident mode but requires a Pentium III 600 Mhz CPU clock speed
Answer: B

7.Which two are true for using graphical real-time displays with SECC 3.0?

A. The maximum number of GRTDs is ten
B. GRTD must run on a stand-alone PC
C. SECC 3.0 is backward compatible with all versions of GRTD
D. Each GRTD that runs on a client PC uses one of the Supervisor/Realtime sessiosn of the SECC
Answer: AD

8.Select three true statements of comparison of SECC 3.0 to SymposiumCallCenterServer

A. SECC connects to Option 11C Mini
B. Both provide host data exchange (HDX)
C. SECC has an automated scripting agent, SCCS does not
D. SECC is scaled to accommodate about 75% fewer trunks than SCCS
Answer: ACD

9.Estimated wait time, position in queue, message option, massage recording and announcements are all functionality of what type of port?

A. MIRAN port
B. CallPiLot ports
C. Meridian Mail ports

D. Voice Services Card ports

Answer: C

10.An SECC contact center with 10 Supervisor clients logged in and using the real time displays would be using how many of the 75 simultaneous real time sessions?

A. 10
B. 20
C. 30
D. 40

Answer: D

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