920-316

Nortel

SCCS/Express/TAPI/Web Client/Agent

OfficialCerts.com is a reputable IT certification examination guide, study guides and audio exam provider. We ensure that you pass your 920-316 exam in first attempt and also get high scores to acquire Nortel certification.

If you use OfficialCerts 920-316 Certification questions and answers, you will experience actual 920-316 exam questions/answers. We know exactly what is needed and have all the exam preparation material required to pass the exam. Our Nortel exam prep covers over 95% of the questions and answers that may be appeared in your 920-316 exam. Every point from pass4sure 920-316 PDF, 920-316 review will help you take Nortel 920-316 exam much easier and become Nortel certified.

Here's what you can expect from the OfficialCerts Nortel 920-316 course:

** Up-to-Date Nortel 920-316 questions as experienced in the real exam.*
** 100% correct Nortel 920-316 answers you simply can't find in other 920-316 courses.*
** All of our tests are easy to download. Your file will be saved as a 920-316 PDF.*
** Nortel 920-316 brain dump free content featuring the real 920-316 test questions.*

Nortel 920-316 certification exam is of core importance both in your Professional life and Nortel certification path. With Nortel certification you can get a good job easily in the market and get on your path for success. Professionals who passed Nortel 920-316 exam training are an absolute favorite in the industry. You will pass Nortel 920-316 certification test and career opportunities will be open for you.

http://www.officialcerts.com/exams.asp?examcode=920-316

920-316

QUESTION 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

QUESTION 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

QUESTION 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

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

A. 500

PASS4SURE Officialcerts.com

OfficialCerts.com Certification Exam Full Version Features;

- Verified answers researched by industry experts.
- Exams **updated** on regular basis.
- Questions, Answers are downloadable in **PDF** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success ***Guarantee***.
- **Fast**, helpful support 24x7.

View list of All exams we offer;
http://www.officialcerts.com/allexams.asp

To contact our Support;
http://www.officialcerts.com/support.asp

View FAQs
http://www.officialcerts.com/faq.asp

Download All Exams Samples
http://www.officialcerts.com/samples.asp

To purchase Full Version and updated exam;
http://www.officialcerts.com/allexams.asp

Shop now using PayPal

3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	Google	