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Question 1

Barb belongs to two workgroups, international Travel Services and Domestic Travel Services. International Travel Services workgroup has rights to call International and Long Distance, Domestic Travel Services workgroup has rights to call Long Distance. The Default User has rights to call Intercom, Emergency, and Local. Barb is currently activated as an agent in the Domestic Travel Services.

What types of phone calls can she make?

Options:

A- Intercom, Emergency, Local, Long Distance, and International

B- Intercom, Emergency, Local, and Long Distance

C- Intercom, Emergency, and Local

D- Long Distance

Answer:

B

Question 2

Under what circumstances is it useful to create a Client Button?

Options:

A- To make a custom button available from the Interaction Client/Desktop to make it easy for call center agents to access an application when they are on a customer call.

B- When you want to make a custom button for agents to quickly open their Interaction Client application when they arrive at work.

C- When you have created a unique interface using an API and want to add a custom Pickup button to it.

D- You want your customers to be able to phone you by pressing a custom button on a web page.

Answer:

A

Question 3

When new users are added to your IC system, they receive an initial password of 1234. Since this isn't their network login, you don't require that they change their password when they first log in. Recently, a disgruntled former employee, John Doe, was caught making long distance calls through the IC system. You checked to ensure that John's user account was deleted. Upon further investigation, you find that John accessed the system using a current user's extension and password that had not been changed from 1234.

What three things can you do to prevent this from happening in the future? (Choose three.)

Options:

A- Randomly generate initial passwords for new users

B- Force new users to change their password the first time they log in

C- Implement a more secure Password Policy which requires a minimum of 8 digits and meets other security need of the company.

D- Disconnect the remote access cable.

E- Require that passwords be at least 4 digits long.

Answer:

A, B, C

Question 4

The manager of the Marketing department wants a tab available, in the CIC client applications, that displays all of the members of the Marketing department. However, she does not need any kind of call routing for the department.

How do you configure this?

Options:

A- Create a 'Marketing' workgroup. Do not assign an extension or queue. Add all members of the Marketing department to the marketing workgroup.

B- Create a Workgroup called 'Marketing'. Add all members of the Marketing department to the Marketing workgroup. Assign the appropriate extension to that workgroup and ensure that it is assigned an ACD queue type.

C- Create a Role for the Marketing department and assign the appropriate extension to that role. Add all members of the Marketing department to the Marketing role.

D- Create a Marketing object in the Department container of Interaction Administrator. Add all members of the Marketing department to the container.

Answer:

D

Question 5

You are coaching a new IC System Administrator regarding the IC functions and ways to ensure that the system is performing optimally. The new administrator asks if the system has a way to automatically notify someone if any system metrics dip below a certain threshold, reach a certain threshold, or rise above a certain threshold.

What CIC utility can be configured to send these automatic notifications?

Options:

A- System Manager

B- Event Viewer

C- Interaction Administrator

D- IC Business Manager

Answer:

D

Question 6

When creating non-managed stations, what must be created so that port 5060 is used for the receive port?

Options:

A- Registration or contact line

B- Registration group

C- Dial group

D- Default station setting

Answer:

A

Question 7

Question Type: **MultipleChoice**

The call center supervisor for your company must have access to the three workgroups that she manages in order to make changes to workgroup membership as necessary and to manage the workgroup settings. You want to ensure she can view only those workgroups

in interaction Administrator and nothing else.

How would you configure the supervisor's account to provide access only to the three workgroups?

Options:

A- Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Administrator Access. Then grant the role access to only the three requested workgroups.

B- Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Administrator Access. Then grant her access to *[all].

C- Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Master Administrator.

D- Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Access Control. Then grant the role access to only the three requested workgroups.

Answer:

A

Question 8

Question Type: **MultipleChoice**

Your company has just acquired another company and you are responsible for setting up and configuring the users and stations. There are 35 users and Polycom IP phones that require setup and configuration.

What Interaction Administrator tool is designed for quickly creating the managed IP stations?

Options:

A- Manually create each phone in the Managed IP Phones container.

B- Use the Managed IP Phone Assistant to import a .csv list of the 35 IP phones to be created.

C- Manually create all of the phones in the Stations container.

D- Use the import wizard in the Stations container to import the phones from a .csv list.

Answer:

B

Question 9

Question Type: MultipleChoice

What must an Administrator configure in order to allow a user to take advantage of CIC Unified Messaging features?

Options:

A- Give the user Send As permissions on the Exchange server

B- Run an instance of the messaging Client on the IC server under that user's profile

C- Assign the user account a default workstation

D- Assign the user account a mailbox

Answer:

A