Question 1

You have a group of remote agents who all require the same set of user permissions within IC.

In the image below, what is the recommended container for configuring user rights for the remote agents.

Options:

A- Users

B- Schedules

C- Lines

D- Groups

E- User

F- Roles

G- Default User

H- Workgroups

I- Skills

J- System Parameters

Answer:

G

Question 2

Question Type: MultipleChoice

What application enables the IC system administrator to configure virtually every aspect of the Interaction Center on an ongoing basis?

Options:

A- Interaction Attendant

B- Interaction Administrator

C- Interaction Designer

D- Setup Assistant

Answer:

B

Question 3

Question Type: MultipleChoice

What is a View in Interaction Center Business Manager?

Options:

A- Views are the windows that provide data, such as agent and workgroup statistics, historical reporting data, and system information.

B- Views provide a way to manipulate the configuration of agents and workgroups.

C- Views contain the system and custom workspaces.

D- Views are only used to set alerts within Interaction Center Business Manager.

Answer:

A

Question 4

Question Type: MultipleChoice

Agents in your contact center are complaining that they do not have time to complete their after call work before a new call arrives.

How can you use CIC features to address this problem?

Options:

A- Assign a wrap-up status to the workgroups in Interaction Administrator. Assign an appropriate amount of time for the agents to complete their after call work.

B- Assign a wrap-up code to the agents. Have them select the Wrap-up code that will put them in an unavailable status.

C- CIC does not have a feature to address this problem. You must train the agents to change their status to Do Not Disturb when they finish a phone call. When they finish the after call work, have them change their status back to Available.

D- CIC does not have built-in features to address this problem. You must use interaction Designer and write a custom Handler

Question 5

Question Type: MultipleChoice

Your contact center supervisor would like to be automatically alerted when agents have been on calls for more than 5 minutes.

How can you configure CIC to automatically notify the supervisor when this happens?

Options:

A- Create an alert in interaction Supervisor on 'Longest Talk Time'.

B- Create a Talk Time Alert in the Interaction Administrator Alerts Container.

C- Check the Talk Time Alert checkbox on the ACD tab for the appropriate workgroup and set the interval parameter to 5 minutes.

D- Set an alert in the Workgroups container under the ACD lab in Interaction Administrator.

Answer:

A

Question 6

You have an item starting work today. The internship involves assisting in the administration of the Interaction Center system. You want to ensure that the intern will have the resources to be productive and troubleshoot items even when you are not immediately available, it is important that the intern is aware of how to use the Interaction Administrator online help.

Select three ways that the intern can access Interaction Administrator help. (Choose three.)

Options:

A- Use the Help menu in the Interaction Administrator interface

B- Press F1 from any one of the property pages in Interaction Administrator.

C- Use the link from Start>Programs>Interactive Intelligence

D- Select the help manual on the product pages of the Interactive Intelligence website.

E- From the Interaction Client, select Help>interaction Administrator.

Answer:

A, B, C

Question 7

Your company has 12 Support interns starting work next Monday. Their network accounts, and mailboxes have been created and a distribution list called "Support Interns" has been created for this group.

What Interaction Administrator tool allows you to easily import users from a distribution list?

Options:

A- The Add Users Assistant

B- The Messaging Import Assistant

C- The CIC Distribution List Assistant

D- The User Worksheet

Answer:

A

Question 8

What application can you use to build custom workspaces to monitor various aspects of the CIC system and the contact center activity? This application works with other add-on applications, such as Interaction Recorder and Interaction Optimizer.

Options:

A- Interaction Center Business Manager

B- Interaction Reporter

C- Interaction Attendant

D- Interaction Administrator

Answer:

A

Question 9

Question Type: MultipleChoice

You have been designated as a workgroup supervisor for international Travel Services workgroup. You have just received an assistance request from one of your agents who is having difficulty with a caller.

What two options are available to disposition the request? (Choose two.)

Options:

A- Response to the request to chat with the agent.

B- Ignore the request.

C- You must call or walk over to the agent to provide assistance.

D- Forward the request to another supervisor or agent.

Answer:

A, B

Question 10

Question Type: MultipleChoice

What port should be configured for managed IP phone registration when using DHCP option 160?

A- 8089

B- 8060

C- 8061

D- 8088

Answer:

D

Question 11

Question Type: MultipleChoice

Why are user objects necessary in an Interaction Center system? (Choose three.)

Options:

A- Interaction Center user objects provide login security for the Interaction Client and remote access functions.

B- Interaction Center user objects can provide security settings.

C- Interaction Center user objects can be used to configure workgroup and role membership, and many other configuration settings.

D- Interaction Center user objects provide access to network resources.

E- Interaction Center user objects can automatically expire after a set period of time for temporary employees

Answer:

A, B, C

Question 12

Question Type: MultipleChoice

What security property page would you choose to configure custom Client Button display, permit specific phone number Classifications, and select Queue Views accessible through Interaction Supervisor?

Options:

A- Administrator Access

B- Access Control

C- Security Rights

D- Master Administrator

Answer:

B