



**Free Questions for PC-CIC-Core by vceexamstest**

**Shared by Foster on 15-04-2024**

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# Question 1

Question Type: MultipleChoice

What statement is true regarding this user?

The screenshot shows a user configuration dialog box with the following settings:

- Location: <Default Location>
- Time Zone: (UTC-05:00) Eastern Time (US & Canada)  Use Location Time Zone
- Microsoft Lync Settings:
  - User Address: [Empty text box]
  - Line URI: [Empty text box]
  - User Type: Enterprise Voice
  - Enable Presence Synchronization
- Current Status: Available
- Home Site: 1 (SITE11F)
- Current Site: <Not Set>

At the bottom of the dialog, there are navigation arrows, a checked  Confirm auto-save, and buttons for OK, Cancel, and Apply.

**Options:**

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- A- If this user is not logged in, he will not receive calls at his workstation because his default workstation is not defined.
- B- The user cannot receive emails because his default workstation is not defined.
- C- The user must enter his IC password to log on to the interaction Client because his default workstation is not defined.
- D- The user will not be active until the default workstation is defined.

**Answer:**

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B

## Question 2

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**Question Type: MultipleChoice**

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What component within the Interaction Client or Interaction Desktop allows you to manage any selected interaction?

**Options:**

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- A- Call control toolbar

- B- My Status field
- C- Directory control toolbar
- D- Menu bar

**Answer:**

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A

## Question 3

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**Question Type:** MultipleChoice

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All of the following are ways that the Interaction Client or Interaction Desktop can be configured to alert you when you have a new incoming interaction, except:

**Options:**

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- A- Your telephone rings.
- B- You receive a text message.
- C- Your computer plays a .wav file through the speakers.

**D-** The Interaction .NET Client receives focus.

**E-** A Call Information window appears.

**Answer:**

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D

## Question 4

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**Question Type: MultipleChoice**

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You need to import a list of phones into the Managed IP Phones container.

What two prerequisites are required in order to be able to successfully use the import option in the Managed IP Phone Assistant?  
(Choose two.)

**Options:**

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**A-** Use an existing .CSV file that you have available.

**B-** Create a spreadsheet with a list of the phones with a field for SIP phone name, template, extension and address information and specify the correct template name.

**C-** Create a managed IP phone template for the correct phone model.

**D-** Create a .CSV file in the correct format with a field for SIP phone name, template, extension and address information and specify the correct template name.

**Answer:**

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C, D







## Question 5

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**Question Type: MultipleChoice**

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If an administrator has configured ACD utilization for 'Chats' with the following criteria, what will the resulting behavior be?

Interaction Type	% Utilization	Max. Assign.
 Call	100 %	1
 Callback	100 %	0
 Chat	33%	2
 E-mail	100 %	0
 Generic	100 %	0
 Work Item	100 %	0

Options:

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- A- An agent could receive up to 3 chats at once.
- B- The system does not allow more than 1 chat to be delivered at a time, so the limit would be 1.
- C- An agent could receive up to 2 chats at once.
- D- This is a misconfiguration of ACD calculations, and would result in no chats being distributed.

**Answer:**

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C

## Question 6

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**Question Type:** MultipleChoice

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You are the supervisor of a contact center that uses chat, email, and phone calls to communicate with your customers. You want to improve the time required for the initial introductory chat and other common chat topics.

What would you do to improve your agents' efficiency when working with chat messages?

**Options:**

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A- Use Response Management libraries to create an initial chat welcome message and other chat messages and links for common questions.



- B-** Create text messages and send them to each agent so they can copy and paste them when needed.
- C-** Store a pre-created message as a whisper tone, for chats, that will be sent automatically to anyone communicating via chat.
- D-** Have each agent copy and paste their initial chat message into a text file so they can access it again later.

**Answer:**

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A

## Question 7

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**Question Type: MultipleChoice**

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Your manager is concerned about the security of the IC system. He overheard several agents talking who said that they use their birthdate for their password and they use them over and over again. The company has a published policy for IC passwords explicitly stating this is unacceptable.

How can you ensure that all users are following a company policy for secure IC passwords?

**Options:**

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- A-** Send an email outlining the company policy, directing users to follow the policy.

- B-** Make sure that there is a password policy for all network accounts that follows the company policy.
- C-** Using Interaction Administrator, configure the Default Policy to match the company policy for secure IC passwords.
- D-** Select the 'secure passwords' option from the Access Control menu.

**Answer:**

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B

## Question 8

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**Question Type: MultipleChoice**

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The Sales Manager and Accounts Manager roles must allow all members to dial internationally.

How would you configure the IC system to allow international dialing for users in these two roles?

**Options:**

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- A-** Determine the list of users for each role and then grant them international dialing privileges by opening each user account and selecting International from the Phone Classifications on the Admin Access dialog box.
- B-** All Interaction Center users can dial all phone classifications by default, so they already have this privilege.

**C-** From each Roles' property dialog box, select Security, Access Control and then Phone number Classifications, then select International.

**D-** From the Interaction Client, each user should right-click on the 'Make Call' button and select international from the list of phone classifications.

**Answer:**

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C

## Question 9

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**Question Type:** MultipleChoice

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Where must you create new stations for them to be eligible for auto-provisioning?

**Options:**

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**A-** IN\N IP phone configuration utility

**B-** IN\N TFTP Server

**C-** Managed IP Phones container

**D-** Stations container

**Answer:**

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C

## Question 10

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**Question Type:** MultipleChoice

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What security property page would you choose to configure access to interaction Client features, such as, record, listen, pick-up, and hold?

**Options:**

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**A-** Administrator Access

**B-** Access Control

**C-** Security Rights

**D-** Master Administrator

**Answer:**

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C

## Question 11

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**Question Type: MultipleChoice**

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You have a new agent starting work on Monday and have decided to use the Active Assignment method to configure the IP phone.

What is the description of the Active Assignment method?

**Options:**

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- A-** 1) Transport multiple phones to a site and distribute 2) Another administrator (co-worker, partner, or subcontractor) visits each phone and does stations assignment using admin credentials (possibly credentials created for temporary use).
- B-** 1) Select a phone from inventory. 2) Assign the MAC address of the phone to a Managed IP Phone configuration item. The MAC address is entered either by scanning the box or manually typing it in. 3) Transport the specific phone to the correct user.
- C-** 1) Transport a phone to a specific user. 2) Configure the phone using the phone menu.
- D-** 1) Transport a phone to a specific user. 2) The user uses the Provision Menu to assign the phone to the managed IP phone configuration item using user-based provisioning.

**Answer:**

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B

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