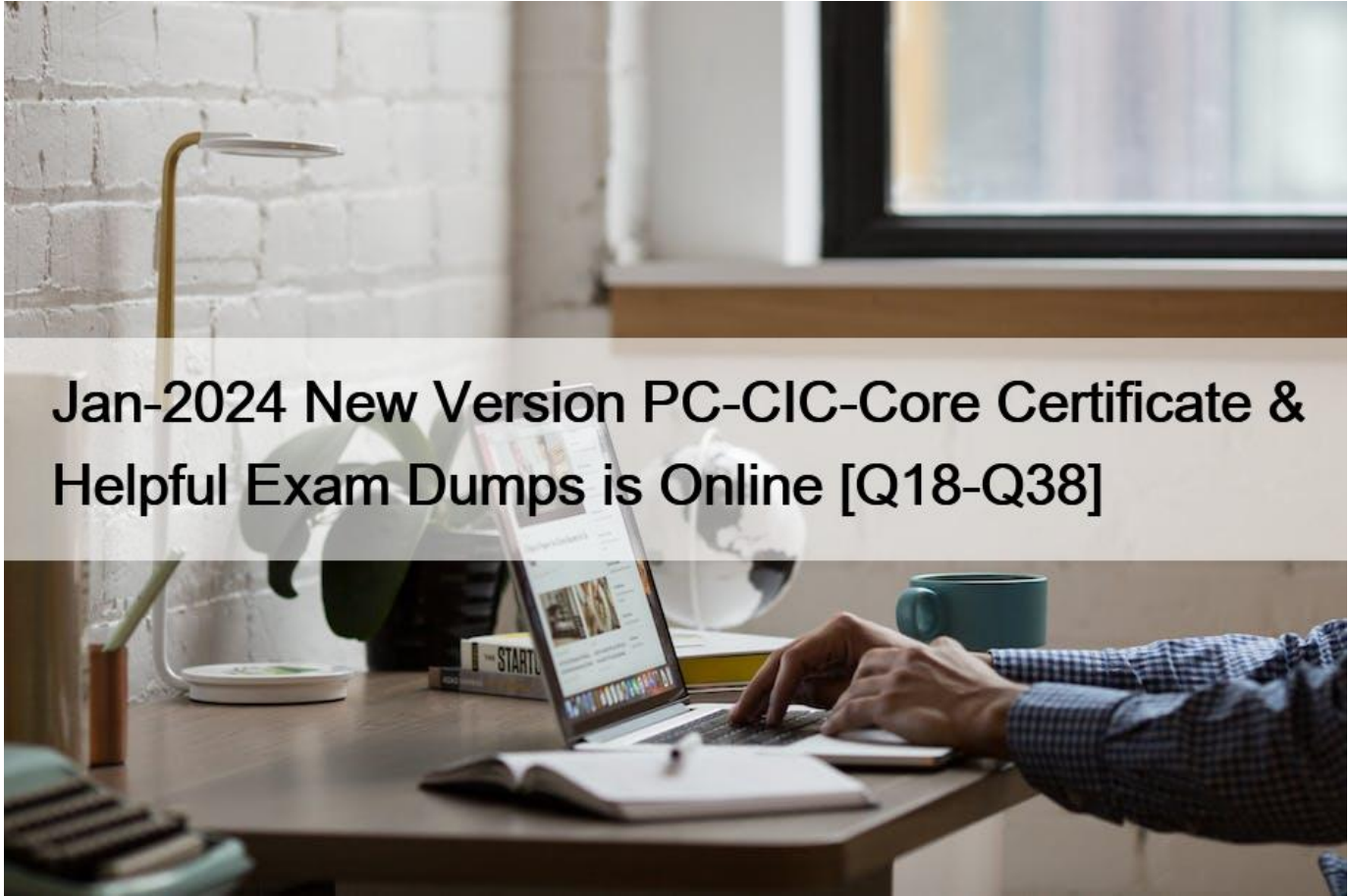


Jan-2024 New Version PC-CIC-Core Certificate & Helpful Exam Dumps is Online [Q18-Q38]



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Jan-2024 New Version PC-CIC-Core Certificate & Helpful Exam Dumps is Online PC-CIC-Core Free Certification Exam Material with 62 Q&As Q18. When creating non-managed stations, what must be created so that port 5060 is used for the receive port?

- * Registration or contact line
- * Registration group
- * Dial group
- * Default station setting

Q19. 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?

- * Administrator Access
- * Access Control
- * Security Rights
- * Master Administrator

Q20. What port should be configured for managed IP phone registration when using DHCP option 160?

- * 8089

- * 8060
- * 8061
- * 8088

Q21. 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?

- * Manually create each phone in the Managed IP Phones container.
- * Use the Managed IP Phone Assistant to import a .csv list of the 35 IP phones to be created.
- * Manually create all of the phones in the Stations container.
- * Use the import wizard in the Stations container to import the phones from a .csv list.

Q22. You need to create IP Managed Phone objects for 300 Polycom phones that are the same model. They all need the same basic default settings in Interaction Administrator.

What component, in Interaction Administrator, is designed to help you to configure these phone object settings easily, and efficiently when you are importing them into the system?

- * The User Phone Assistant
- * Station templates
- * Managed IP Phone templates
- * The Station's Assistant

Q23. 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?

- * Create an alert in interaction Supervisor on Longest Talk Time.
- * Create a Talk Time Alert in the Interaction Administrator Alerts Container.
- * Check the Talk Time Alert checkbox on the ACD tab for the appropriate workgroup and set the interval parameter to 5 minutes.
- * Set an alert in the Workgroups container under the ACD tab in Interaction Administrator.

Q24. 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?

- * 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.
- * Assign a wrap-up code to the agents. Have them select the Wrap-up code that will put them in an unavailable status.
- * 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.
- * CIC does not have built-in features to address this problem. You must use interaction Designer and write a custom Handler

Q25. You just took a new position at your company. Your boss has asked your advice on the best way to update the firmware on 324 non-managed Polycom IP phones, noting that he thinks that this process should be more efficient in the future.

What is the correct response?

- * Continue to update the phones manually. This is the most efficient process for completing this task.
- * Migrate the stations to Managed IP Phones using the Managed IP Phones Assistant.
- * There is no way to update the firmware on IP phones.
- * Use the Stations Assistant to update the firmware on the phones.

Q26. You are configuring an email schedule in Interaction Attendant. You want to send a reply when an email is received so that the sender knows that they should expect a response within 24 hours.

What operation would you use to provide this functionality?

- * Build Reply
- * Email Transfer
- * Email Callback
- * Set Routing Options

Q27. You have just completed the initial configuration of the CIC server. Currently when you call into your newly configured system, you simply hear a prompt that says '“Thank you for calling”'. You need to configure it to say the company name in that initial prompt.

What utility allows you to change the initial prompt?

- * Interaction Administrator
- * System Manager
- * Interaction Attendant
- * Interaction Center Business Manager

Q28. 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.)

- * Response to the request to chat with the agent.
- * Ignore the request.
- * You must call or walk over to the agent to provide assistance.
- * Forward the request to another supervisor or agent.

Q29. 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.)

- * Use the Help menu in the Interaction Administrator interface
- * Press F1 from any one of the property pages in Interaction Administrator.
- * Use the link from Start>Programs>Interactive Intelligence
- * Select the help manual on the product pages of the Interactive Intelligence website.
- * From the Interaction Client, select Help>interaction Administrator.

Q30. You have been asked to create 42 non-managed stations and want to complete the task as efficiently as possible.

What Interaction Administrator tool is designed to help you add multiple unmanaged stations using a .CSV file?

- * The Station Assistant in the Stations container
- * The Managed IP Phones Assistant in the Managed IP Phones container
- * The Stations Assistant in the Managed IP Phones container
- * The Managed IP Phones Assistant in the Stations container

Q31. You have configured your default profile and default schedule to have the functionality that you wish callers to hear when they dial in during regular business hours. Now you want to assign your main number to the default profile.

How would you assign the main number to the default profile?

- * You can't assign a number to the default profile. You must create a custom profile and assign the main number to that.
- * Assign the main number in the Incoming Call Selection area of the Default Profile property window.
- * Check Use this profile to process incoming calls with any of the following DNIS values, then enter the number into the text box.
- * Check Use this profile to process incoming calls with any of the following ANI values, then enter the number into the text box.

Q32. You are configuring an email schedule in Interaction Attendant.

How do you configure the system so that Interaction Attendant is monitoring the correct mailboxes?

- * Configure the monitored mailboxes in Interaction Administrator and select them in the E-mail Profile in Interaction Attendant.
- * Enter the mailbox addresses in the Mailboxes to Monitor text box in the E-mail Profile in Interaction Attendant.
- * Select the mailbox from the drop-down that lists all the system mailboxes in Interaction Attendant.
- * Select the mailbox in the Default Schedule for the selected E-mail Profile.

Q33. Under what circumstances is it useful to create a Client Button?

- * 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.
- * When you want to make a custom button for agents to quickly open their Interaction Client application when they arrive at work.
- * When you have created a unique interface using an API and want to add a custom Pickup button to it.
- * You want your customers to be able to phone you by pressing a custom button on a web page.

Q34. What statement is true regarding this user?

The screenshot shows a user configuration dialog box. The 'Location' dropdown is set to '<Default Location>'. The 'Time Zone' dropdown is set to '(UTC-05:00) Eastern Time (US & Canada)', and the 'Use Location Time Zone' checkbox is checked. Under 'Microsoft Lync Settings', the 'User Address' and 'Line URI' fields are empty. The 'User Type' dropdown is set to 'Enterprise Voice'. The 'Enable Presence Synchronization' checkbox is unchecked. The 'Current Status' is 'Available', 'Home Site' is '1 (SITE11F)', and 'Current Site' is '<Not Set>'. At the bottom left, there are navigation arrows and a checked 'Confirm auto-save' checkbox. At the bottom right, there are 'OK', 'Cancel', and 'Apply' buttons. A watermark 'premium.validexam.com' is visible across the dialog.

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

Q35. What three options may be used by Interaction Attendant to select a profile for inbound call routing? (Choose three.)

- * Date
- * Time
- * Line
- * DNIS
- * ANI
- * Priority

Q36. What application enables the IC system administrator to configure virtually every aspect of the Interaction Center on an ongoing basis?

- * Interaction Attendant
- * Interaction Administrator
- * Interaction Designer
- * Setup Assistant

Q37. 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.)

- * Use an existing .CSV file that you have available.
- * 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.
- * Create a managed IP phone template for the correct phone model.
- * 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.

Q38.

Preferred Language: <System Default>

Workgroup has Queue Sequential Record All Calls, Emails, Chats and Instant Questions in this Workgroup

Active Workgroup Spans Sites

Configure Service Levels

Use this tone when recording <Default>

Play to external parties only

Save beep tones in recordings

Given no additional configuration settings, what statement is true regarding this workgroup?

- * This is a logical workgroup.
- * Calls that are routed to this workgroup will always ring the first available person listed in the Workgroup Members list.
- * Calls that are routed to this workgroup will ring the agent who has been in an available status the longest.
- * This workgroup is not functional because no extension is assigned.

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