



Free Questions for PC-CIC-Core by certscare

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Question 1

Question Type: MultipleChoice

Danny is a member of several Roles that each have a Client Configuration Template assigned. His user object has no Client Configuration Template assigned.

When Danny opens his Interaction Client, what determines his Client configuration?

Options:

- A-** The inherited Client Configuration Template that is ranked the highest in the Client Configuration object will be used.
- B-** The Default Client Configuration Template will be chosen since his User object was not specifically assigned a Client Configuration Template.
- C-** The inherited Client Configuration Templates will be combined to determine his Client configuration.
- D-** The inherited Client Configuration Template with the most functionality will be used.

Answer:

A

Question 2

Question Type: MultipleChoice

You are an IC administrator for a large international company based in Indianapolis, IN. Matt, a manager who lives and works in Minneapolis is having issues with his Interaction Client configuration. He says the company directory has disappeared.

What is the best way to help Matt get his Interaction Client configured correctly?

Options:

- A- Take a trip to Minneapolis and configure Matt's Interaction Client.
- B- Select Matt's user object in Interaction Administrator. Then select the Client Configuration tab and click on the Configure button.
- C- Create a new Client Configuration template specifically for Matt and assign it to him.
- D- Find out which workgroups Matt is a member of and verify the client configuration for those workgroups.

Answer:

B

Question 3

Question Type: MultipleChoice

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?

Options:

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

Answer:

D

Question 4

Question Type: MultipleChoice

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?

Options:

- A- The Station Assistant in the Stations container
- B- The Managed IP Phones Assistant in the Managed IP Phones container
- C- The Stations Assistant in the Managed IP Phones container
- D- The Managed IP Phones Assistant in the Stations container

Answer:

D

Question 5

Question Type: MultipleChoice

You are performing an IC server implementation. You would like all users to be able to answer calls, place calls on hold and disconnect calls.

What object allows you to configure these settings in the most efficient manner?

Options:

- A- Default Workgroup
- B- Default Role
- C- Default Station
- D- Default User

Answer:

D

Question 6

Question Type: MultipleChoice

As the IC administrator for your company, you have created templates for contact center agents, operators, and business users. You have assigned the client configuration templates in the appropriate places. The contact center supervisors belong to multiple roles and have multiple client configuration templates assigned to them based on those roles.

How will the client configuration templates be assigned?

Options:

- A-** The client configuration settings from all inherited client configuration templates will be merged to determine what the supervisors' interaction Clients look like.
- B-** The client configuration template that is used for the supervisors will be determined by the position of the templates in the client configuration properties.
- C-** The system will use the default client configuration for the supervisors.
- D-** The supervisors will not be assigned any client configuration template if they invent more than one.

Answer:

B

Question 7

Question Type: MultipleChoice

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?

Options:

- A- The User Phone Assistant
- B- Station templates
- C- Managed IP Phone templates
- D- The Station's Assistant

Answer:

C

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