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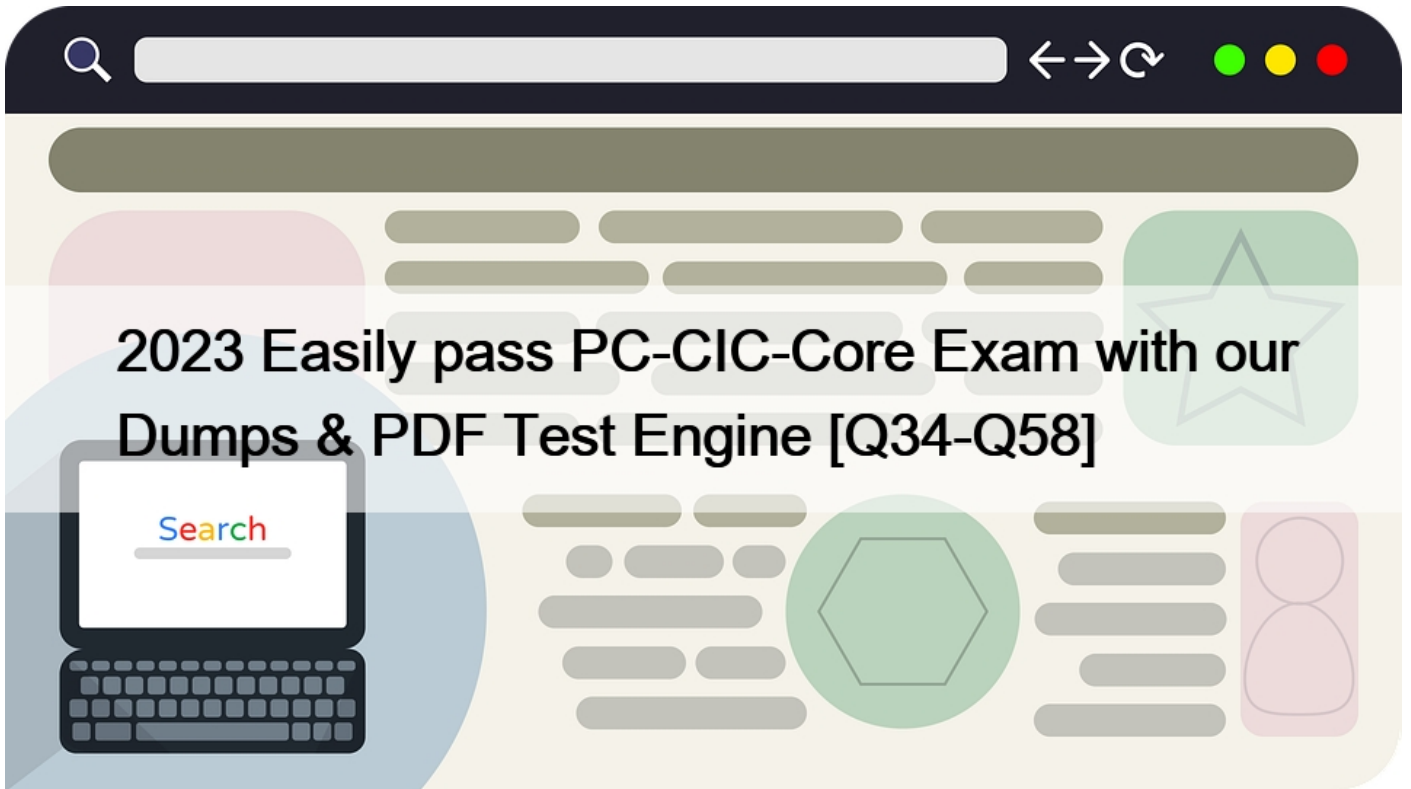

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QUESTION 34

What statement is true regarding this user?

* 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.

QUESTION 35

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.)
* Randomly generate initial passwords for new users
* Force new users to change their password the first time they log in
* Implement a more secure Password Policy which requires a minimum of 8 digits and meets other security need of the company.
* Disconnect the remote access cable.
* Require that passwords be at least 4 digits long.

QUESTION 36

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

QUESTION 37

You have created a wrap-up code called "Information" that agents will assign to the appropriate calls. The next step is to assign the wrap up code to the appropriate people so that they can access the wrap-up code from the CIC Client or interaction/Desktop Connect.

In what container are wrap-up codes assigned?
* User
* Workgroups
* Wrap-up Codes
* Skills

QUESTION 38

What queue type requires handler customization to configure and finalize ACD processing?
* Custom
* Logical Workgroup
* Group Ring

* Functional Workgroup

QUESTION 39

Match the Interaction Attendant call flow type with the correct definition.

Analyzes incoming calls to determine what schedule should be selected for processing.	Outbound
Examines the queue or Attendant profile that a call came from to determine how it should be processed.	Operator
Processes calls that have been placed and are currently connected.	Inbound
Implements simple routing rules based upon the sender's address or based upon words or phrases.	Email

Analyzes incoming calls to determine what schedule should be selected for processing.	Processes calls that have been placed and are currently connected.
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Processes calls that have been placed and are currently connected.	Analyzes incoming calls to determine what schedule should be selected for processing.
Implements simple routing rules based upon the sender's address or based upon words or phrases.	Implements simple routing rules based upon the sender's address or based upon words or phrases.

Correct Answer:

Processes calls that have been placed and are currently connected.

Examines the queue or Attendant profile that a call came from to determine how it should be processed.

Analyzes incoming calls to determine what schedule should be selected for processing.

Implements simple routing rules based upon the sender's address or based upon words or phrases.

QUESTION 40

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?
* Intercom, Emergency, Local, Long Distance, and International
* Intercom, Emergency, Local, and Long Distance
* Intercom, Emergency, and Local
* Long Distance

QUESTION 41

When inbound callers select the Billing department from the automated attendant menu and are placed in a queue until an agent becomes available, you want them to hear their position in queue and the estimated wait time.

What operation would you use to configure this functionality?
* Queue menu
* Queue audio
* Queue parameters
* Queue repeat

QUESTION 42

Why are user objects necessary in an Interaction Center system? (Choose three.)
* Interaction Center user objects provide login security for the Interaction Client and remote access functions.

* Interaction Center user objects can provide security settings.
* Interaction Center user objects can be used to configure workgroup and role membership, and many other configuration settings.
* Interaction Center user objects provide access to network resources.
* Interaction Center user objects can automatically expire after a set period of time for temporary employees

QUESTION 43

What security property page would you choose to configure access to interaction Client features, such as, record, listen, pick-up, and hold?
* Administrator Access
* Access Control
* Security Rights
* Master Administrator

QUESTION 44

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.

QUESTION 45

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

QUESTION 46

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?
* Create a “Marketing” workgroup. Do not assign an extension or queue. Add all members of the Marketing department to the marketing workgroup.
* 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.
* 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.
* Create a Marketing object in the Department container of Interaction Administrator. Add all members of the Marketing department to the container.

QUESTION 47

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

QUESTION 48

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?
* 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).
* 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.
* 1) Transport a phone to a specific user. 2) Configure the phone using the phone menu.
* 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.

QUESTION 49

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.

* Users
* Schedules
* Lines
* Groups
* User
* Roles
* Default User
* Workgroups
* Skills
* System Parameters

QUESTION 50

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

QUESTION 51

You have configured your default profile and default schedule to have the functionality that you wish callers to have when they dial in during regular business hours. Now you want to assign your business hours to the default schedule so that it will only be used from 8 AM to 8 PM.

How would you assign the business hours to the default schedule?
* You can’t assign a time to the default schedule. You must create a custom schedule and assign the time to that.
* Select the Daily schedule tab and configure the hours there.
* Select the Weekday schedule tab and configure the hours there.
* Create the schedule in Interaction Administrator and use the System schedule page to use the schedule.

QUESTION 52

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.

QUESTION 53

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.

QUESTION 54

What is a View in Interaction Center Business Manager?
* Views are the windows that provide data, such as agent and workgroup statistics, historical reporting data, and system information.
* Views provide a way to manipulate the configuration of agents and workgroups.
* Views contain the system and custom workspaces.
* Views are only used to set alerts within Interaction Center Business Manager.

QUESTION 55

What component within the Interaction Client or Interaction Desktop allows you to manage any selected interaction?
* Call control toolbar
* My Status field
* Directory control toolbar
* Menu bar

QUESTION 56

You want to configure your automated attendant so that when a caller wants to speak directly to a sales representative in the Sales workgroup, they press 1.

What type of operation in interaction Attendant would you use for this functionality?
* Group Transfer
* Agent Transfer
* Menu Transfer
* External Transfer

QUESTION 57

What element CANNOT be calculated for intelligent distribution of interactions when using the ACD queue type for a workgroup?
* Skill desire to use
* Interaction’s time in queue
* Skill proficiency
* Cost

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