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QUESTION & ANSWER

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Exam : PC-CIC-Core

Title : PureConnect: CIC Core Certification

Version : DEMO

1.The call center supervisor for your company must have access to the three workgroups that she manages in order to make changes to workgroup membership as necessary and to manage the workgroup settings. You want to ensure she can view only those workgroups in interaction Administrator and nothing else.
How would you configure the supervisor's account to provide access only to the three workgroups?
A. Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Administrator Access. Then grant the role access to only the three requested workgroups.
B. Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Administrator Access. Then grant her access to *[all].
C. Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Master Administrator.
D. Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Access Control. Then grant the role access to only the three requested workgroups.
Answer: A

2.What security property page would you choose to configure access to interaction Client features, such as, record, listen, pick-up, and hold?
A. Administrator Access
B. Access Control
C. Security Rights
D. Master Administrator
Answer: C

3.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?
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

4.What must an Administrator configure in order to allow a user to take advantage of CIC Unified Messaging features?
A. Give the user Send As permissions on the Exchange server
B. Run an instance of the messaging Client on the IC server under that user's profile
C. Assign the user account a default workstation
D. Assign the user account a mailbox
Answer: A

5.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?
A. Manually create each phone in the Managed IP Phones container.
B. Use the Managed IP Phone Assistant to import a .csv list of the 35 IP phones to be created.
C. Manually create all of the phones in the Stations container.
D. Use the import wizard in the Stations container to import the phones from a .csv list.
Answer: B