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Genesys PC-ICCE

PureConnect Interaction Center Core Engineer

Questions&AnswersPDF

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Question: 1

Which of the following certificates validates audio connections between SIP devices?

Response:

- A. Line Certificates
- B. Client Certificates
- C. Station Certificates
- D. Encryption Certificates

Answer: A

Question: 2

If you open a new branch office, how can you configure it to use the same codecs that your headquarters office uses?

Response:

- A. Apply the Media Server template for the branch office.
- B. Create the Location, select the appropriate codecs on the "Select Codecs for each Location Mapping" window.
- C. Configure the branch office to inherit the network settings from the headquarters.
- D. Use the same telephony server as the headquarters.

Answer: B

Question: 3

What application should be used to add Switchover, Multi-site, or a TFTP server to the IC server after the initial installation and configuration has been completed?

Response:

- A. Interaction Supervisor
- B. IC System Manager
- C. Setup Assistant
- D. Telephony Configuration

Answer: C

Question: 4

An IC administrator may create SIP lines for various purposes. What items require that a SIP line be created?

(Choose Three)

Response:

- A. SIP registration for non-managed devices
- B. Configure internal routing rules
- C. Connections to the PSTN
- D. Connections to other SIP servers
- E. Assign licenses to SIP stations

Answer: A,C,D

Question: 5

When an inbound telephone call is received by Interaction Center, which subsystem is the first to handle it?

Response:

- A. MediaServer
- B. InteractionAdministrator
- C. LogServer
- D. TsServer

Answer: D

Question: 6

What type of license must be assigned to a station so that it can be used for phone calls?

Response:

- A. ACD License
- B. Basic Station License
- C. Interaction Media License
- D. Supervisor License

Answer: B

Question: 7

What does Nx mean in the exchanges list for an area code?
Response:

- A. Only international calls are allowed
- B. All exchanges in that area code are considered local calls
- C. All calls to this area code are toll-free
- D. All exchanges in that area code are restricted

Answer: B

Question: 8

What is the default port address for the Stations-TLS line?
Response:

- A. 443
- B. 8080
- C. 8061
- D. 8888

Answer: C

Question: 9

What two main types of licenses are included in an Interaction Center license file?
Response:

- A. Telephony and Reporting
- B. Station and Media
- C. Workgroup and Endpoint
- D. Feature and Access

Answer: D

Question: 10

Match the following Station Type message parts to their description:
Response:

- A. Start Line - Conveys message attributes such as Via, Contact, Route, and Request-Route
Header - Conveys the message type (Request or Response)
Body (Content) - Session initiated via the SDP contains audio codec selection, sampling rate etc.
- B. Start Line - Session initiated via the SDP contains audio codec selection, sampling rate etc.
Header - Conveys message attributes such as Via, Contact, Route, and Request-Route
Body (Content) - Conveys the message type (Request or Response)
- C. Start Line - Conveys the message type (Request or Response)
Header - Conveys message attributes such as Via, Contact, Route, and Request-Route
Body (Content) - Session initiated via the SDP contains audio codec selection, sampling rate etc.
- D. Start Line - Session initiated via the SDP contains audio codec selection, sampling rate etc.
Header - Conveys the message type (Request or Response)
Body (Content) - Conveys message attributes such as Via, Contact, Route, and Request-Route

Answer: C



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