



CERTSWARRIOR

Genesys PC-ICCS

PureConnect Interaction Center Core Specialist Certification

Questions&AnswersPDF

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Question: 1

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

(Choose Three)

Response:

- A. SIP registration for non-managed devices
- B. Connections to the PSTN
- C. Connections to other SIP servers
- D. Communications between managed IP phones and the IC server
- E. SIP registration for managed IP phones

Answer: A,B,C

Question: 2

Sean is a new agent who started today. He says that he is unable to pick up calls that come to him. He is able to access emails and chats. What is the most likely problem?

Response:

- A. Sean was not assigned a Basic Station License.
- B. Sean was not assigned a Client Access License.
- C. Sean was not assigned a Media 3 Plus ACD License.
- D. Sean was not assigned an ACD Access License.

Answer: C

Question: 3

What DHCP options can be used to provision phones?

Response:

- A. Option 180 and 60
- B. Option 166 and 67
- C. Option 160 and 80
- D. Option 160 and 67

Answer: D

Question: 4

What devices convert voice into VoIP packets?

Response:

- A. Rotary dial phone
- B. SIP phone
- C. Analog phone
- D. Cell phone

Answer: B

Question: 5

You must know the domain name of the IC server when creating a SIP line for that server. What other information is required when creating SIP lines?

(Choose Three)

Response:

- A. Transport Protocol
- B. Maximum Number of Calls
- C. Calling Address
- D. DTMF Payload
- E. The Line Use

Answer: A,C,E

Question: 6

What utility allows you to manage IC Subsystems?

Response:

- A. ININ Log Viewer
- B. IC System Manager
- C. Task Manager
- D. Event Viewer

Answer: B

Question: 7

Where would you apply an IC server license?

Response:

- A. License Allocation
- B. License Management
- C. Client Configuration
- D. People

Answer: B

Question: 8

The agents receive and respond to telephone calls, emails, and chats. What type of ACD license must they be assigned?

Response:

- A. ACD Media 3 Plus
- B. ACD Media 2
- C. ACD Media 1
- D. IPA License

Answer: A

Question: 9

When ordering a 4.0 IC license, all of the following information is required EXCEPT:

Response:

- A. Host ID
- B. Machine name
- C. Mail Connector
- D. MAC address

Answer: D

Question: 10

What can you do when editing the Dial Plan in Setup Assistant?

(Choose Two)

Response:

- A. Add one or more exchanges to the local exchange list.
- B. Change the number of digits required for local dialing.
- C. Add and test new dial plan entries.
- D. Add additional classifications.
- E. Change DID/DNIS routing.

Answer: A,B



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