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ANSWER # 11 [View Answer](#) [View Details](#) [View Feedback](#)

ICOMM application, provides all the functionality?

- A. the E Mail Manager
- B. the CCM
- C. the Enhanced Campaign Management Tool
- D. the Microsoft Contact Manager

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NEW QUESTION # 10 [View Answer](#) [View Details](#) [View Feedback](#)

When an alerting rule of an account contact in Ansys Astra Contact Center Step 3 shows no follow-up campaigns are created in the OCMF and instead lists the COMM as Step 2 what does this mean? (choose all that apply)

- A. The alerting rule is configured to send an alerting message to the account contact
- B. The alerting rule is configured to route the alerting message to the account contact
- C. The alerting rule is configured to route the alerting message to the account contact, or previous to which applies
- D. The alerting rule is configured to route the alerting message to the account contact, or previous to which applies
- E. The alerting rule is configured to route the alerting message to the account contact, or previous to which applies

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NEW QUESTION # 11 [View Answer](#) [View Details](#) [View Feedback](#)

Which component is used to add services of Contact Center Manager Administration (CCMA)?

- A. Access and Partition Management
- B. Configuration
- C. Contact Center Management
- D. Multimedia

ANSWER # 14 [View Answer](#) [View Details](#) [View Feedback](#)

NEW QUESTION # 12 [View Answer](#) [View Details](#) [View Feedback](#)

Which tool is used to create decommissioned and scheduled tasks in Contact Center Multimedia (CCMM)?

- A. CCMM Data Management
- B. Contact Center Database Maintenance Utility
- C. Control Utility
- D. System Control and Monitor Utility

ANSWER # 15 [View Answer](#) [View Details](#) [View Feedback](#)

NEW QUESTION # 13 [View Answer](#) [View Details](#) [View Feedback](#)

Ansys New 2017 Ansys Astra Contact Center application for Workforce. This document is 100% accurate. [View Details](#) [View Feedback](#)

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GIAC Security Operations Manager Sample Questions (Q75-Q80):

NEW QUESTION # 75

Which metric can help in assessing the SOC's efficiency in identifying false positives?

Response:

- A. The number of high-priority incidents only
- B. The annual budget allocated to the SOC
- C. The total number of alerts in a year
- D. The ratio of false positives to true positives

Answer: D

NEW QUESTION # 76

When integrating SOC within an organization, it is critical to:

(Choose two)

Response:

- A. Ignore feedback from non-security departments to avoid diluting the security focus
- B. Operate the SOC in complete isolation to maintain security focus
- C. Establish clear communication channels between the SOC and other departments
- D. Align SOC processes with the organization's IT infrastructure and business operations

Answer: C,D

NEW QUESTION # 77

What is a key consideration when establishing alert thresholds in a SOC?

Response:

- A. Ensuring thresholds are static and never adjusted
- B. Setting thresholds low enough to capture all possible events, regardless of relevance
- C. Focusing only on external threats and disregarding internal anomalies
- D. Balancing the need to detect actual threats with avoiding alert fatigue

Answer: D

NEW QUESTION # 78

After a cybersecurity incident, the use of post-incident data should primarily aim to:

Response:

- A. Increase the organization's insurance premiums
- B. Identify the root cause of the incident
- C. Assign blame to team members
- D. Avoid communicating the incident to stakeholders

Answer: B

NEW QUESTION # 79

Which metric is essential for measuring the effectiveness of SOC's incident response capabilities?

Response:

- A. The number of coffee cups consumed by the team
- B. Mean Time to Detect (MTTD) incidents
- C. The total annual budget of the SOC

- D. The number of staff parties held annually

Answer: B

NEW QUESTION # 80

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