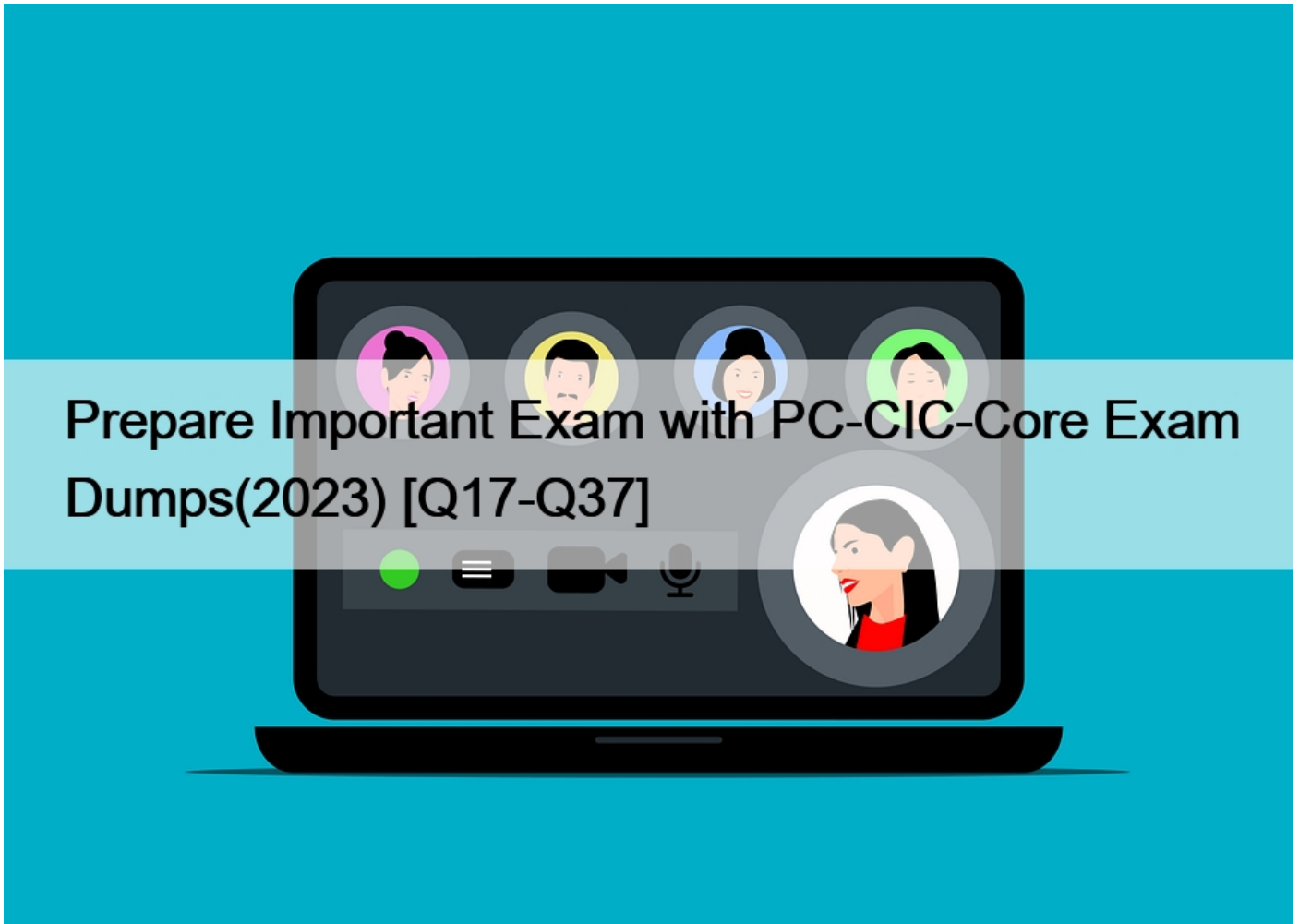


Prepare Important Exam with PC-CIC-Core Exam Dumps(2023) [Q17-Q37]



Prepare Important Exam with PC-CIC-Core Exam Dumps(2023)
Pass Exam Questions Efficiently With PC-CIC-Core Questions

NEW QUESTION 17

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

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

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

Processes calls that have been placed and are currently connected.

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

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

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

Processes calls that have been placed and are currently connected.

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

Outbound

Operator

Inbound

Email

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.

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.

NEW QUESTION 18

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

NEW QUESTION 19

What queue type requires handler customization to configure and finalize ACD processing?

- * Custom
- * Logical Workgroup
- * Group Ring
- * Functional Workgroup

NEW QUESTION 20

When creating non-managed stations, what must be created so that port 5060 is used for the receive port?

- * Registration or contact line
- * Registration group
- * Dial group
- * Default station setting

NEW QUESTION 21

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.

NEW QUESTION 22

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

NEW QUESTION 23

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

NEW QUESTION 24

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

NEW QUESTION 25

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

NEW QUESTION 26

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

NEW QUESTION 27

When inbound callers select the Accounting workgroup from the automated attendant menu, you want to play an audio file with a list of choices available to them, such as, Request a Callback and Leave a Voicemail.

What queue operation would you use to configure this functionality?

- * Queue menu
- * Queue audio
- * Queue transfer
- * Queue repeat

NEW QUESTION 28

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

NEW QUESTION 29

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

NEW QUESTION 30

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

NEW QUESTION 31

Your contact center supervisor would like to be automatically alerted when agents have been on calls for more than 5 minutes.

How can you configure CIC to automatically notify the supervisor when this happens?

- * Create an alert in interaction Supervisor on '“Longest Talk Time”.
- * Create a Talk Time Alert in the Interaction Administrator Alerts Container.
- * Check the Talk Time Alert checkbox on the ACD tab for the appropriate workgroup and set the interval parameter to 5 minutes.
- * Set an alert in the Workgroups container under the ACD lab in Interaction Administrator.

NEW QUESTION 32

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.

NEW QUESTION 33

Danny is a member of several Roles that each have a Client Configuration Template assigned. His user object has no Client Configuration Template assigned.

When Danny opens his Interaction Client, what determines his Client configuration?

- * The inherited Client Configuration Template that is ranked the highest in the Client Configuration object will be used.
- * The Default Client Configuration Template will be chosen since his User object was not specifically assigned a Client Configuration Template.

- * The inherited Client Configuration Templates will be combined to determine his Client configuration.
- * The inherited Client Configuration Template with the most functionality will be used.

NEW QUESTION 34

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

NEW QUESTION 35

The International Sales manager at your company wants to ensure that each agent gets a chance to be the first in line for a sales call. He wants calls looped through the list of agents logged into the queue, starting with the first agent and remembering the last user who was sent a call. Each new call will go to the agent in the list after the last agent who received a call.

What type of queue is designed to perform in this manner?

- * Sequential
- * Round-robin
- * Custom
- * ACD
- * Group Ring

NEW QUESTION 36

What application enables the IC system administrator to configure virtually every aspect of the Interaction Center on an ongoing basis?

- * Interaction Attendant
- * Interaction Administrator
- * Interaction Designer
- * Setup Assistant

NEW QUESTION 37

What security property page would you choose to configure custom Client Button display, permit specific phone number Classifications, and select Queue Views accessible through Interaction Supervisor?

- * Administrator Access
- * Access Control
- * Security Rights
- * Master Administrator

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