

# DUMPS ARENA

## PureConnect: CIC Core Certification

Genesys PC-CIC-Core

Version Demo

Total Demo Questions: 10

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**QUESTION NO: 1**

You have configured your default profile and default schedule to have the functionality that you wish callers to have when they dial in during regular business hours. Now you want to assign your business hours to the default schedule so that it will only be used from 8 AM to 8 PM.

How would you assign the business hours to the default schedule?

- A. You can't assign a time to the default schedule. You must create a custom schedule and assign the time to that.
- B. Select the Daily schedule tab and configure the hours there.
- C. Select the Weekday schedule tab and configure the hours there.
- D. Create the schedule in Interaction Administrator and use the System schedule page to use the schedule.

**ANSWER: A****QUESTION NO: 2**

Select the three primary groups that are used to organize Interaction Center configuration data in Interaction Administrator. (Choose three.)

- A. Sites
- B. Server
- C. Interaction Processor
- D. People
- E. System

**ANSWER: B D E****QUESTION NO: 3**

You are coaching a new IC System Administrator regarding the IC functions and ways to ensure that the system is performing optimally. The new administrator asks if the system has a way to automatically notify someone if any system metrics dip below a certain threshold, reach a certain threshold, or rise above a certain threshold.

What CIC utility can be configured to send these automatic notifications?

- A. System Manager
- B. Event Viewer
- C. Interaction Administrator

D. IC Business Manager

**ANSWER: D**

**QUESTION NO: 4**

You have been designated as a workgroup supervisor for international Travel Services workgroup. You have just received an assistance request from one of your agents who is having difficulty with a caller.

What two options are available to disposition the request? (Choose two.)

- A. Response to the request to chat with the agent.
- B. Ignore the request.
- C. You must call or walk over to the agent to provide assistance.
- D. Forward the request to another supervisor or agent.

**ANSWER: A B**

**QUESTION NO: 5**

Where must you create new stations for them to be eligible for auto-provisioning?

- A. IN\N IP phone configuration utility
- B. IN\N TFTP Server
- C. Managed IP Phones container
- D. Stations container

**ANSWER: C**

**QUESTION NO: 6**

What three options may be used by Interaction Attendant to select a profile for inbound call routing? (Choose three.)

- A. Date
- B. Time
- C. Line
- D. DNIS
- E. ANI

F. Priority

**ANSWER: C D E**

**QUESTION NO: 7**

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?

- A. Group Transfer
- B. Agent Transfer
- C. Menu Transfer
- D. External Transfer

**ANSWER: A**

**QUESTION NO: 8 - (DRAG DROP)**

Match the Interaction Attendant element with the best description.

A collection of items that interaction Attendant performs based upon user selections.	Menu
The lowest level items in the tree. Actions that the Attendant performs when the caller presses a key.	Operations
Implements simple routing rules based upon Filters the incoming call based on ANI, DNIS, line or line group that it arrived on.	Schedule
Determines whether a menu is active based upon the date, time, or some special event.	Profile

**ANSWER:**

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**Explanation:**

Correct Answer:

The lowest level items in the tree. Actions that the Attendant performs when the caller presses a key.

A collection of items that interaction Attendant performs based upon user selections.

Determines whether a menu is active based upon the date, time, or some special event.

Implements simple routing rules based upon Filters the incoming call based on ANI, DNIS, line or line group that it arrived on.

**QUESTION NO: 9**

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?

- A. User
- B. Workgroups
- C. Wrap-up Codes

**D. Skills**

**ANSWER: C**

**QUESTION NO: 10**

You need to import a list of phones into the Managed IP Phones container.

What two prerequisites are required in order to be able to successfully use the import option in the Managed IP Phone Assistant? (Choose two.)

- A.** Use an existing .CSV file that you have available.
- B.** Create a spreadsheet with a list of the phones with a field for SIP phone name, template, extension and address information and specify the correct template name.
- C.** Create a managed IP phone template for the correct phone model.
- D.** Create a .CSV file in the correct format with a field for SIP phone name, template, extension and address information and specify the correct template name.

**ANSWER: C D**