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NEW QUESTION: 1

You are performing an IC server implementation. You would like all users to be able to answer calls, place calls on hold and disconnect calls.

What object allows you to configure these settings in the most efficient manner?

- A. Default User
- B. Default Role
- C. Default Station
- D. Default Workgroup

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 2

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.



- A. Users
- B. Lines
- C. Schedules
- D. Default User

- E. Roles
- F. System Parameters
- G. Workgroups
- H. User
- I. Groups
- J. Skills

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

Your manager is concerned about the security of the IC system. He overheard several agents talking who said that they use their birthdate for their password and they use them over and over again. The company has a published policy for IC passwords explicitly stating this is unacceptable.

How can you ensure that all users are following a company policy for secure IC passwords?

- A. Make sure that there is a password policy for all network accounts that follows the company policy.
- B. Using Interaction Administrator, configure the Default Policy to match the company policy for secure IC passwords.
- C. Send an email outlining the company policy, directing users to follow the policy.
- D. Select the "secure passwords" option from the Access Control menu.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 4

Your company has just acquired another company and you are responsible for setting up and configuring the users and stations. There are 35 users and Polycom IP phones that require setup and configuration.

What Interaction Administrator tool is designed for quickly creating the managed IP stations?

- A. Manually create each phone in the Managed IP Phones container.
- B. Use the Managed IP Phone Assistant to import a .csv list of the 35 IP phones to be created.
- C. Manually create all of the phones in the Stations container.
- D. Use the import wizard in the Stations container to import the phones from a .csv list.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

You are configuring the Default User for your company and want to assign Emergency and Local phone number classifications for everyone.

Where would you make this assignment?

- A. Under Access Control on the Security tab for the Default User.

- B. Under Administrator Access on the Security tab for the Default User.
- C. Under Manage Classifications in the Phone Number configuration.
- D. Under Security Rights on the Security tab for the Default User.
- E. Under Dial Plan in the Phone Number configuration.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 6

What must an Administrator configure in order to allow a user to take advantage of CIC Unified Messaging features?

- A. Assign the user account a default workstation
- B. Assign the user account a mailbox
- C. Give the user Send As permissions on the Exchange server
- D. Run an instance of the messaging Client on the IC server under that user's profile

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

What port should be configured for managed IP phone registration when using DHCP option 160?

- A. 8089
- B. 8088
- C. 8060
- D. 8061

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

What component within the Interaction Client or Interaction Desktop allows you to manage any selected interaction?

- A. My Status field
- B. Menu bar
- C. Directory control toolbar
- D. Call control toolbar

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

You just took a new position at your company. Your boss has asked your advice on the best way to update the firmware on 324 non-managed Polycom IP phones, noting that he thinks that this process should be more efficient in the future.

What is the correct response?

- A. Continue to update the phones manually. This is the most efficient process for completing this task.
- B. There is no way to update the firmware on IP phones.

- C. Use the Stations Assistant to update the firmware on the phones.
 - D. Migrate the stations to Managed IP Phones using the Managed IP Phones Assistant.
- Answer:** ([SHOW ANSWER](#))

NEW QUESTION: 10

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. IC Business Manager
- C. Event Viewer
- D. Interaction Administrator

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

The Sales Manager and Accounts Manager roles must allow all members to dial internationally.

How would you configure the IC system to allow international dialing for users in these two roles?

- A. Determine the list of users for each role and then grant them international dialing privileges by opening each user account and selecting International from the Phone Classifications on the Admin Access dialog box.
- B. From the Interaction Client, each user should right-click on the "Make Call" button and select international from the list of phone classifications.
- C. From each Roles' property dialog box, select Security, Access Control and then Phone number Classifications, then select International.
- D. All Interaction Center users can dial all phone classifications by default, so they already have this privilege.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

What element CANNOT be calculated for intelligent distribution of interactions when using the ACD queue type for a workgroup?

- A. Skill desire to use
- B. Interaction's time in queue
- C. Cost
- D. Skill proficiency

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

When inbound callers select the Billing department from the automated attendant menu and are placed in a queue until an agent becomes available, you want them to hear their position in queue and the estimated wait time.

What operation would you use to configure this functionality?

- A. Queue parameters
- B. Queue repeat
- C. Queue audio
- D. Queue menu

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 14

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

What security property page would you choose to configure access to interaction Client features, such as, record, listen, pick-up, and hold?

- A. Security Rights
- B. Access Control
- C. Master Administrator
- D. Administrator Access

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

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. Select the Weekday schedule tab and configure the hours there.
- B. Create the schedule in Interaction Administrator and use the System schedule page to use the schedule.

C. You can't assign a time to the default schedule. You must create a custom schedule and assign the time to that.

D. Select the Daily schedule tab and configure the hours there.

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 17

You are an IC administrator for a large international company based in Indianapolis, IN. Matt, a manager who lives and works in Minneapolis is having issues with his Interaction Client configuration. He says the company directory has disappeared.

What is the best way to help Matt get his Interaction Client configured correctly?

A. Create a new Client Configuration template specifically for Matt and assign it to him.

B. Find out which workgroups Matt is a member of and verify the client configuration for those workgroups.

C. Take a trip to Minneapolis and configure Matt's Interaction Client.

D. Select Matt's user object in Interaction Administrator. Then select the Client Configuration tab and click on the Configure button.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 18

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. Ignore the request.

B. Forward the request to another supervisor or agent.

C. Response to the request to chat with the agent.

D. You must call or walk over to the agent to provide assistance.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 19

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?

- A.** Create a "Marketing" workgroup. Do not assign an extension or queue. Add all members of the Marketing department to the marketing workgroup.
- B.** 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.
- C.** 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.
- D.** Create a Marketing object in the Department container of Interaction Administrator. Add all members of the Marketing department to the container.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 20

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?

- A.** Queue audio
- B.** Queue menu
- C.** Queue transfer
- D.** Queue repeat

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 21

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?

- A.** Round-robin
- B.** Group Ring
- C.** ACD
- D.** Custom
- E.** Sequential

Answer: E ([LEAVE A REPLY](#))

NEW QUESTION: 22

You have just completed the initial configuration of the CIC server. Currently when you call into your newly configured system, you simply hear a prompt that says "Thank you for calling". You need to configure it to say the company name in that initial prompt.

What utility allows you to change the initial prompt?

- A. System Manager
- B. Interaction Center Business Manager
- C. Interaction Administrator
- D. Interaction Attendant

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 23

You are configuring an email schedule in Interaction Attendant.

How do you configure the system so that Interaction Attendant is monitoring the correct mailboxes?

- A. Select the mailbox in the Default Schedule for the selected E-mail Profile.
- B. Enter the mailbox addresses in the Mailboxes to Monitor text box in the E-mail Profile in Interaction Attendant.
- C. Select the mailbox from the drop-down that lists all the system mailboxes in Interaction Attendant.
- D. Configure the monitored mailboxes in Interaction Administrator and select them in the E-mail Profile in Interaction Attendant.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 24

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

- A. Setup Assistant
- B. Interaction Administrator
- C. Interaction Designer
- D. Interaction Attendant

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 25

You have an item starting work today. The internship involves assisting in the administration of the Interaction Center system. You want to ensure that the intern will have the resources to be productive and troubleshoot items even when you are not immediately available, it is important that the intern is aware of how to use the Interaction Administrator online help.

Select three ways that the intern can access Interaction Administrator help. (Choose three.)

- A. Use the Help menu in the Interaction Administrator interface

- B. Use the link from Start>Programs>Interactive Intelligence
- C. Press F1 from any one of the property pages in Interaction Administrator.
- D. From the Interaction Client, select Help>interaction Administrator.
- E. Select the help manual on the product pages of the Interactive Intelligence website.

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 26

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?

- A. Email Callback
- B. Build Reply
- C. Email Transfer
- D. Set Routing Options

Answer: B ([LEAVE A REPLY](#))

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