DUMPSQUEEN

PureConnect: CIC Core Certification

Genesys PC-CIC-Core

Version Demo

Total Demo Questions: 10

Total Premium Questions: 60

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QUESTION NO: 1

Why are user objects necessary in an Interaction Center system? (Choose three.)

A. Interaction Center user objects provide login security for the Interaction Client and remote access functions.

B. Interaction Center user objects can provide security settings.

C. Interaction Center user objects can be used to configure workgroup and role membership, and many other configuration settings.

D. Interaction Center user objects provide access to network resources.

E. Interaction Center user objects can automatically expire after a set period of time for temporary employees

ANSWER: A B C

QUESTION NO: 2

You have a new agent starting work on Monday and have decided to use the Active Assignment method to configure the IP phone.

What is the description of the Active Assignment method?

A. 1) Transport multiple phones to a site and distribute 2) Another administrator (co-worker, partner, or subcontractor) visits each phone and does stations assignment using admin credentials (possibly credentials created for temporary use).

B. 1) Select a phone from inventory. 2) Assign the MAC address of the phone to a Managed IP Phone configuration item. The MAC address is entered either by scanning the box or manually typing it in. 3) Transport the specific phone to the correct user.

C. 1) Transport a phone to a specific user. 2) Configure the phone using the phone menu.

D. 1) Transport a phone to a specific user. 2) The user uses the Provision Menu to assign the phone to the managed IP phone configuration item using user-based provisioning.

ANSWER: B

QUESTION NO: 3

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

QUESTION NO: 4

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?

A. Administrator Access

B. Access Control

C. Security Rights

D. Master Administrator

ANSWER: B

QUESTION NO: 5

You are the supervisor of a contact center that uses chat, email, and phone calls to communicate with your customers. You want to improve the time required for the initial introductory chat and other common chat topics.

What would you do to improve your agents' efficiency when working with chat messages?

A. Use Response Management libraries to create an initial chat welcome message and other chat messages and links for common questions.

B. Create text messages and send them to each agent so they can copy and paste them when needed.

C. Store a pre-created message as a whisper tone, for chats, that will be sent automatically to anyone communicating via chat.

D. Have each agent copy and paste their initial chat message into a text file so they can access it again later.

ANSWER: A

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 - (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:

A collection of items that interaction Attendant performs based upon user selections.	The lowest level items in the tree. Actions that the Attendant performs when the caller presses a key.
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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: 8

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.

Interaction Administrator - [clientlab]

File Edit View Context Help

System Configuration
- Interaction Processor
- Phone Numbers
- Report Logs
- Accumulators
- Historical Reporting
- System Parameters

A. Users

B. Schedules

C. Lines

D. Groups

E. User

F. Roles

G. Default User

H. Workgroups

I. Skills

J. System Parameters

ANSWER: G

QUESTION NO: 9

When new users are added to your IC system, they receive an initial password of 1234. Since this isn't their network login, you don't require that they change their password when they first log in. Recently, a disgruntled former employee, John Doe, was caught making long distance calls through the IC system. You checked to ensure that John's user account was deleted. Upon further investigation, you find that John accessed the system using a current user's extension and password that had not been changed from 1234.

What three things can you do to prevent this from happening in the future? (Choose three.)

A. Randomly generate initial passwords for new users

B. Force new users to change their password the first time they log in

C. Implement a more secure Password Policy which requires a minimum of 8 digits and meets other security need of the company.

D. Disconnect the remote access cable.

E. Require that passwords be at least 4 digits long.

QUESTION NO: 10

Your company has just hired Bruce Scott as a new system administrator. When you created Bruce's user object, you checked the Master Administrator checkbox.

What rights will Bruce receive as a result?

A. All rights to the CIC system.

B. All rights to Interaction Administrator.

C. All rights to Access Control

D. All rights to settings on the Security Rights page.

ANSWER: C