



**Free Questions for PC-CIC-Core by go4braindumps**

**Shared by Cox on 22-07-2024**

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## Question 1

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**Question Type:** MultipleChoice

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

### Options:

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

### Answer:

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B, D, E

## Question 2

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**Question Type: MultipleChoice**

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You have been asked to create an operator queue. Helen is the company operator and should receive the calls when she is available. There are other people who should receive calls, to the operator, if Helen is on break or steps away from her desk. Roger is her back up, and calls need be routed to him next, but if he is not available then calls need to be routed to Larry.

What queue type is required to ensure that calls to the operator queue are routed as described?

**Options:**

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

**Answer:**

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D

**Question 3**

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**Question Type: MultipleChoice**

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

**Options:**

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

**Answer:**

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A

## Question 4

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**Question Type: MultipleChoice**

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There are no other schedules in place. A call comes in to the system at 5:45 PM on Thursday, June 30.

What schedule will be selected to process this call?

**Options:**

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- A- Default Schedule
- B- After Hours schedule
- C- Work Week schedule
- D- Month End schedule
- E- New Year's Day schedule

**Answer:**

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A

## Question 5

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**Question Type: MultipleChoice**

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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?

**Options:**

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- 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:**

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A

## Question 6

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**Question Type: MultipleChoice**

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The call center supervisor for your company must have access to the three workgroups that she manages in order to make changes to workgroup membership as necessary and to manage the workgroup settings. You want to ensure she can view only those workgroups in interaction Administrator and nothing else.

How would you configure the supervisor's account to provide access only to the three workgroups?

**Options:**

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**A-** Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Administrator Access. Then grant the role access to only the three requested workgroups.

**B-** Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Administrator Access. Then grant her access to \*[all].

**C-** Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Master Administrator.

**D-** Create a Role and add the supervisor to that Role. In the Role container select the Security tab and select Access Control. Then grant the role access to only the three requested workgroups.

**Answer:**

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A

## Question 7

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**Question Type:** MultipleChoice

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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?

**Options:**

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

**Answer:**

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B

## Question 8

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**Question Type: MultipleChoice**

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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?



**Options:**

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

**Answer:**

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A

## Question 9

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**Question Type:** MultipleChoice

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Agents in your contact center are complaining that they do not have time to complete their after call work before a new call arrives.

How can you use CIC features to address this problem?

**Options:**

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- A-** Assign a wrap-up status to the workgroups in Interaction Administrator. Assign an appropriate amount of time for the agents to complete their after call work.
- B-** Assign a wrap-up code to the agents. Have them select the Wrap-up code that will put them in an unavailable status.
- C-** CIC does not have a feature to address this problem. You must train the agents to change their status to Do Not Disturb when they finish a phone call. When they finish the after call work, have them change their status back to Available.
- D-** CIC does not have built-in features to address this problem. You must use interaction Designer and write a custom Handler

**Answer:**

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A

## Question 10

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**Question Type:** MultipleChoice

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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?

**Options:**

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

**Answer:**

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B

## Question 11

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**Question Type: DragDrop**

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

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

Answer:

Outbound

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

## Question 12

Question Type: MultipleChoice

Operator

Processes calls that have been placed and are currently connected.

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 100 managed IP phones that require setup and configuration.

Inbound

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

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

Options:

Email

- 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:**

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B

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