Genesys

PC-CIC-CORE Exam

PureConnect: CIC Core Certification

Thank you for Downloading PC-CIC-CORE exam PDF Demo

You can buy Latest PC-CIC-CORE Full Version Download

https://www.certkillers.net/Exam/PC-CIC-CORE

Version: 4.0

Question: 1

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. Skill proficiency

D. Cost

Answer: A

Explanation:

Question: 2

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?

A. Sequential

B. Round-robin

C. Custom

D. ACD

E. Group Ring

Answer: D

Explanation:

Question: 3

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: BDE

Explanation:

Question: 4

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?

A. The User Phone Assistant

B. Station templates

C. Managed IP Phone templates

D. The Station's Assistant

Answer: C

Explanation:

Question: 5

As the IC administrator for your company, you have created templates for contact center agents, operators, and business users. You have assigned the client configuration templates in the appropriate places. The contact center supervisors belong to multiple roles and have multiple client configuration templates assigned to them based on those roles.

How will the client configuration templates be assigned?

A. The client configuration settings from all inherited client configuration templates will be merged to determine what the supervisors' interaction Clients look like.

B. The client configuration template that is used for the supervisors will be determined by the position of the templates in the client configuration properties.

C. The system will use the default client configuration for the supervisors.

D. The supervisors will not be assigned any client configuration template if they invent more than one.

Answer: B

Explanation:

Thank You for trying PC-CIC-CORE PDF Demo

To Buy New PC-CIC-CORE Full Version Download visit link below

https://www.certkillers.net/Exam/PC-CIC-CORE

Start Your PC-CIC-CORE Preparation

[Limited Time Offer] Use Coupon "CKNET" for Further discount on your purchase. Test your PC-CIC-CORE preparation with actual exam questions.