



# **Free Questions for PC-CIC-Core by [braindumpscollection](#)**

**Shared by Brennan on 29-01-2024**

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## Question 1

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### Question Type: MultipleChoice

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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?

#### Options:

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

#### Answer:

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A

## Question 2

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**Question Type: DragDrop**

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Match the Interaction Attendant element with the best description.

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.

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

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

Menu

Operations

Schedule

Profile

## Question 3

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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.

Outbound

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

Operator

## Question 4

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**Question Type:** MultipleChoice

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Processes calls that have been placed and are currently connected.

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.

Inbound

What utility allows you to change the initial prompt?

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

Email

Options:

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

**Answer:**

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C

## Question 5

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**Question Type:** MultipleChoice

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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?

**Options:**

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- A- Queue menu

- B- Queue audio
- C- Queue transfer
- D- Queue repeat

**Answer:**

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A

## Question 6

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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 7

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**Question Type: MultipleChoice**

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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?

**Options:**

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**A-** Group Transfer

**B-** Agent Transfer

**C-** Menu Transfer

**D-** External Transfer

**Answer:**

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A

## Question 8

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**Question Type:** MultipleChoice

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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?

**Options:**

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- A-** Under Access Control on the Security tab for the Default User.
- B-** Under Security Rights on the Security tab for the Default User.
- C-** Under Administrator Access on the Security tab for the Default User.
- D-** Under Manage Classifications in the Phone Number configuration.



**E-** Under Dial Plan in the Phone Number configuration.

**Answer:**

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A

## Question 9

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**Question Type:** MultipleChoice

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Given no additional configuration settings, what statement is true regarding this workgroup?

**Options:**

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- A-** This is a logical workgroup.
- B-** Calls that are routed to this workgroup will always ring the first available person listed in the Workgroup Members list.
- C-** Calls that are routed to this workgroup will ring the agent who has been in an available status the longest.
- D-** This workgroup is not functional because no extension is assigned.

**Answer:**

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B

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