

Genesys

CIC-101-01
CIC Core – PureConnect

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Question: 1

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

Answer: C

Question: 2

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: 3

Where must you create new stations for them to be eligible for auto-provisioning?

- A. IN\N IP phone configuration utility
- B. IN\N TFTP Server

- C. Managed IP Phones container
- D. Stations container

Answer: C

Question: 4

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

Answer: A

Question: 5

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. Configure the monitored mailboxes in Interaction Administrator and select them in the E-mail Profile in Interaction Attendant
- 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. Select the mailbox in the Default Schedule for the selected E-mail Profile.

Answer: A

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