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Genesys PC-CIC-Core

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QUESTION NO: 1

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.

ANSWER: A B C

Explanation:

The appropriate controls are randomly generating initial passwords for new users, forcing users to change their password at first logon, and implementing a stronger password policy with a minimum length of 8 characters and other requirements appropriate to company security needs. These measures address the root issue: predictable, unchanged default credentials. A randomly generated initial password prevents a former employee or other unauthorized person from successfully guessing a newly created account's credentials. Requiring a password change at first login ensures that the initial administrator-assigned credential is temporary and is promptly replaced by a credential known only to the active user. A stronger password policy raises the difficulty of guessing or brute-forcing passwords and supports consistent credential-security requirements across CIC users. Together, these controls help protect CIC extensions and associated telephony privileges, including the ability to place long-distance calls. Genesys documentation describes configuring CIC password policies and user password controls in Interaction Administrator. General password guidance from NIST also supports using non-predictable initial credentials and enforcing authentication controls that reduce the risk of account compromise. See Genesys Password Policies documentation and NIST SP 800-63B Digital Identity Guidelines.

QUESTION NO: 2 - (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:

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Explanation:

Interaction Attendant is organized as a call-flow tree, and each of these elements has a distinct role in defining how calls are handled. A **Menu** is the collection that presents or coordinates the choices available to a caller. It groups the actions that can occur as the caller makes selections, so it is correctly described as a collection of items the Interaction Attendant performs based on user selections. The items at the bottom of that tree are **Operations**. An operation performs the actual action associated with a caller's keypad choice, making the description of the lowest-level tree items that run when the caller presses a key the correct match for Operations.

A **Profile** provides the initial call-routing criteria for Interaction Attendant. Profiles can evaluate incoming-call characteristics such as ANI, DNIS, the line, or the line group, then direct the call to the applicable handling path. Therefore, the description concerning simple routing rules and filtering incoming calls by ANI, DNIS, line, or line group belongs with Profile. A **Schedule** controls the time-based availability of a menu. It can determine whether the associated menu is active based on dates, times, and special events or holidays. This makes the description about determining whether a menu is active the correct match for Schedule.

This hierarchy lets an attendant first identify the appropriate call treatment through a profile, apply the relevant schedule, present the active menu, and finally execute an operation for the selected action. Genesys Interaction Attendant documentation is available in the Genesys Interaction Attendant Help, and the broader product documentation is maintained at the Genesys Product Documentation portal.

QUESTION NO: 3

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?

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: A

Explanation:

Create an alert in Interaction Supervisor on "Longest Talk Time". Interaction Supervisor provides real-time queue, workgroup, and agent statistics, including the Longest Talk Time statistic. A supervisor can create an alert threshold for that statistic and configure the alert to notify the appropriate user when the measured talk time reaches or exceeds the defined

value. Setting the threshold to five minutes gives the supervisor an automatic, real-time indication that an active interaction has remained in the talk state longer than the desired limit.

This approach is appropriate because it uses the CIC client-side monitoring and alerting capability designed for operational supervision. The alert is based on the displayed real-time statistic rather than requiring custom workgroup configuration or a separate server alert type. The supervisor can then investigate the specific interaction and decide whether intervention, coaching, or escalation is needed. Genesys documents Interaction Supervisor as the tool for monitoring contact-center activity and configuring statistic-based alerts; see the Interaction Supervisor documentation and the Interaction Supervisor alerts documentation.

QUESTION NO: 4

Danny is a member of several Roles that each have a Client Configuration Template assigned. His user object has no Client Configuration Template assigned.

When Danny opens his Interaction Client, what determines his Client configuration?

A. The inherited Client Configuration Template that is ranked the highest in the Client Configuration object will be used.

B. The Default Client Configuration Template will be chosen since his User object was not specifically assigned a Client Configuration Template.

C. The inherited Client Configuration Templates will be combined to determine his Client configuration.

D. The inherited Client Configuration Template with the most functionality will be used.

ANSWER: A

Explanation:

The inherited Client Configuration Template that is ranked the highest in the Client Configuration object will be used. In PureConnect, a Client Configuration Template controls the Interaction Client settings and capabilities presented to a user, such as views, toolbar controls, and feature access. A template can be assigned directly to a user or inherited through the user's Role membership. When there is no template directly assigned on the user object, as in Danny's case, CIC evaluates the templates inherited from his Roles. The ordering configured in the Client Configuration object provides the precedence needed to select one applicable inherited template. The highest-ranked inherited template is therefore the effective template applied when Danny starts Interaction Client. This produces one consistent client configuration rather than attempting to merge settings from multiple role templates. Administrators should use template ranking deliberately when roles overlap, so that users with membership in several roles receive the intended configuration. See the Genesys PureConnect Interaction Administrator documentation on Client Configuration and Client Configuration Templates.

QUESTION NO: 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

Explanation:

Configure the monitored mailboxes in Interaction Administrator and select them in the E-mail Profile in Interaction Attendant. CIC mailbox monitoring is established centrally in Interaction Administrator, where the server connection and mailbox configuration are defined. This ensures that CIC has the required mailbox details and can access, poll, and process messages for the configured mailbox. Interaction Attendant does not independently create or directly define mailbox-monitoring connections. Instead, its E-mail Profile associates an attendant configuration with a mailbox that CIC already knows how to monitor. The selected profile can then be used by an email schedule to apply the appropriate routing and processing behavior when messages arrive. This separation is important operationally: mailbox connectivity and monitoring are managed as CIC system configuration, while Interaction Attendant determines the automated call-flow-style handling applied to the email interaction. Configure the mailbox first in Interaction Administrator, confirm that its monitoring configuration is available, and then select that configured mailbox when defining the relevant E-mail Profile in Interaction Attendant. See the Genesys documentation for Interaction Attendant email profiles and email schedules.

QUESTION NO: 6

You are creating a role for contact center supervisors.

What two benefits are provided by assigning common security settings through a role? (Choose two.)

A. Security settings can be applied consistently to multiple users.

B. Ongoing administration is simplified when responsibilities change.

C. A role automatically creates a CIC user account for each member.

D. A role automatically assigns a managed IP phone to each member.

E. A role replaces the need for user authentication.

ANSWER: A B

Explanation:

Security settings can be applied consistently to multiple users and **ongoing administration is simplified when responsibilities change**. A role provides a reusable security assignment that can be granted to multiple users, avoiding repetitive user-by-user configuration. When a supervisor joins or leaves the team, the administrator can update role membership rather than recreate the same permissions.

Roles are also useful for applying access control and security rights according to job responsibility. A role does not create a CIC user account, assign a mailbox, or automatically configure a physical station. Those settings remain separate user or station configuration tasks.

Genesys documents role-based administration in the Roles documentation and the Security documentation.

QUESTION NO: 7

A user belongs to several Roles that have Client Configuration Templates assigned. The administrator now assigns a different Client Configuration Template directly to the user object.

Which Client Configuration Template will be used when the user starts Interaction Client?

A. The Client Configuration Template assigned directly to the user object

B. The Client Configuration Template assigned to the first Role listed for the user

C. All inherited and directly assigned Client Configuration Templates merged together

D. The Default Client Configuration Template

ANSWER: A

Explanation:

The Client Configuration Template assigned directly to the user object is correct. A direct Client Configuration Template assignment on a user object takes precedence over templates inherited through Role membership. This enables an administrator to provide an individual user with a specific client layout, directory configuration, toolbar configuration, or feature set when the standard Role-based template is not appropriate.

Role-based templates remain useful for assigning a common client configuration to groups of users. However, a direct user assignment provides a more specific configuration and is used instead of the inherited template selection. Genesys documentation for CIC client configuration is available from the Genesys PureConnect Documentation Library.

QUESTION NO: 8

You are configuring skills-based routing for an ACD workgroup.

Which three configured values can influence the ACD engine when it evaluates an agent's suitability for an interaction requiring a skill? (Choose three.)

A. Skill proficiency

B. Skill desire to use

C. Cost

D. The agent's station extension

E. The caller's ANI

ANSWER: A B C

Explanation:

Skill proficiency, **Skill desire to use**, and **cost** are configured values that can influence intelligent ACD routing. Skill proficiency represents an agent's relative capability for a skill. Desire to use represents the agent's preference or willingness to receive interactions requiring that skill. Cost can be configured as a routing value to influence selection among eligible agents.

These values are inputs to the routing decision. They are not values that are automatically derived from an agent's workstation hardware, an agent's telephone extension, or the caller's ANI. Genesys describes skill-based routing and ACD processing in the ACD Processing Technical Reference.