

Pass PC-CIC Core PureConnect CIC Core Exam: Study Tips & Resources!

**GENESYS PURECONNECT CIC CORE CERTIFICATION
QUESTIONS & ANSWERS**

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Practice Test**

PC-CIC CORE

[PureConnect CIC Core Certification \(PC-CIC Core\)](#)

61 Questions Exam – 69% Cut Score – Duration of 120 minutes

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Get Ready for the PC-CIC Core Exam:

Prepare effectively for the PC-CIC Core exam using reliable [study strategies and methods](#). Enhance your preparedness, deepen your understanding of the PureConnect, and enhance your likelihood of achieving success in the Genesys PureConnect CIC Core Certification (PC-CIC Core) with our comprehensive guide. Embark on your path to exam excellence today.

Know More About the PureConnect CIC Core Certification (PC-CIC Core) Certification:

Exam Name	Genesys PureConnect CIC Core Certification
Exam Code	PC-CIC Core
Exam Price	\$500 USD
Duration	120 minutes
Number of Questions	61
Passing Score	69%
Recommended Training / Books	Administering the CIC System Configuring Call Flows
Schedule Exam	Kryterion Webassessor
Sample Questions	Genesys PC-CIC Core Sample Questions
Recommended Practice	PureConnect CIC Core Certification (PC-CIC Core) Practice Test

Learn More About the PC-CIC Core Syllabus:

Section	Objectives
Administering the CIC System	<ul style="list-style-type: none"> - Introduction to PureConnect Application Suite. - Identify the components of the Interaction Administrator interface - Managed IP Phone Configuration and Templates - Managed IP Phone Network Provisioning - Understand the configuration options available for ACD/Skills-Based routing - Configuring Stations - Overview of Client Templates - Configuring Client Button and Queue Columns - Using Response Management Libraries - Identify key configuration elements at the Default User, Role Workgroup, and User level - Status Messages, Account Codes, and Wrap-up Codes - Managing Licenses - Security and Compliance Enhancements - Introduction to ACD Tools - Workgroups ACD Skills - Configuring ACD - Overview of Interaction Center Business Manager - Basics of Interaction Supervisor - Basics of Interaction Reporter
Configuring Call Flows	<ul style="list-style-type: none"> - Default Auto Attendant set of menus and operations - Overview of Interaction Attendant user interface - Structure of a Node - Manage Voice Prompts - Recognize and use the files and storage structure used by the Interaction Attendant - Overview of Default Profile - Overview of Default Schedule

Section	Objectives
	<ul style="list-style-type: none"> - Overview of Custom Profiles - Schedule Configuration - Create and configure operations that comprise an Interaction Attendant menu - Standard Inbound Operations - Queue Operations - Email Profiles - Email Schedules - Email Operations - Publish, import, and export a new Interaction Attendant configuration

Prepare with PC-CIC Core Sample Questions:

Question: 1

When a call comes in to the Accounting workgroup, it should ring the members of the workgroup in a specific order, always starting with the same person. What type of queue should be configured for this workgroup?

- a) A Sequential Queue
- b) Round Robin Queue
- c) Skills-Based Queue
- d) Longest Idle Queue

Answer: a

Question: 2

Which container is accessed to set up a new column to display in the My Interactions area of Interaction Connect?

- a) Client Buttons
- b) Custom Buttons
- c) Queue Columns
- d) Custom Columns

Answer: c

Question: 3

What are two ways to record voice prompts in Interaction Attendant?

- a) Use audio prompts in embedded forms
- b) Use the Prompt management dialog
- c) Use audio controls in embedded forms
- d) Use audio collection resources

Answer: b, c

Question: 4

The Stations Assistant should be used to_____.

- a) Configure the stations template for all stations.
- b) Create Managed IP Phones from a .CSV list.
- c) Create Non-Managed IP Phones from a .CSV list.
- d) Configure the default station settings.

Answer: c

Question: 5

Why is it important to create a contact line for non-managed phones?

- a) Non-managed phones typically use port 5060.
- b) Default lines can be used for non-managed phones.
- c) The system will "follow" the person if they have contact lines defined.
- d) Contact lines determine what line to use for calls coming to/from that station.

Answer: a

Question: 6

As an administrator for ABC Corp., you need to make several changes to the IP phone configuration for 230 managed IP phones. Where would you go to make these changes?

- a) IP Phone Configuration
- b) Stations container in Interaction Administrator
- c) You must visit each phone to make the configuration changes
- d) Managed IP Phones container in Interaction Administrator

Answer: d

Question: 7

In the repetition frame, if the number of times to repeat the greeting is set to 8, potentially how many times could a caller hear the recording?

- a) 8
- b) 9
- c) 7
- d) 0

Answer: b**Question: 8**

_____ container is used to create users and workgroups.

- a) Reports
- b) Media
- c) People
- d) Services

Answer: c**Question: 9**

Which pane has a tree view with container names and icons?

- a) Right
- b) Left
- c) Center
- d) Top

Answer: b**Question: 10**

What are the three primary containers used to organize PureConnect configuration data?

- a) Server
- b) Client
- c) People
- d) System Containers

Answer: a, c, d

Tips for Success in the Genesys PureConnect CIC Core Certification Exam:

Familiarize Yourself with the PC-CIC Core Exam Format:

Before starting your study regimen, it's crucial to acquaint yourself with the structure of the PC-CIC Core exam. Take a moment to review the [exam syllabus](#), grasp the test format, and pinpoint the main areas of concentration. Having prior knowledge of the exam's layout will assist you in customizing your study strategy effectively.

Create A Study Timetable for the PC-CIC Core Exam:

To prepare efficiently for the PC-CIC Core exam, devise a study schedule that aligns with your lifestyle and preferred learning approach. Allocate dedicated time slots for studying each day, prioritizing topics according to their significance and your level of proficiency. Maintaining consistency by adhering to your schedule and steering clear of procrastination is imperative.

Diversify Your Study Sources:

Ensure you broaden your study material beyond just one source. Use various resources like textbooks, online courses, practice exams, and study guides to understand the PC-CIC Core exam subjects thoroughly. Each resource provides distinct perspectives and explanations that can enrich your learning journey.

Regular Practice for the PC-CIC Core Exam:

Consistent practice is essential for effective preparation for the PC-CIC Core exam. Engaging in regular practice enables you to strengthen your grasp of essential concepts, improve your problem-solving abilities, and become accustomed to the exam format. Allocate dedicated time to solving practice questions and sample tests to assess your progress accurately.

Allow for Rest and Breaks:

While studying is crucial, taking breaks and rest is equally vital. Pushing yourself too hard without sufficient rest can result in burnout and reduced effectiveness. Incorporate short breaks into your study sessions to recharge and stay focused.

Maintain Organization Throughout Your PC-CIC Core Exam Preparation:

Keep yourself organized as you prepare for the PC-CIC Core exam by monitoring your progress and managing your materials effectively. Ensure your study area remains neat, utilize folders or digital aids to arrange your notes and resources, and develop a checklist of topics to review. Employing an organized approach will assist you in staying focused and reducing stress levels.

Seek Guidance from Mentors:

Feel free to ask for clarification when you come across confusing or difficult concepts during your study sessions. Seek support from peers, instructors, or online forums to address any uncertainties. Addressing doubts will prevent misunderstandings and ensure you develop a strong [understanding of the material](#).

Regular Review is Crucial for the PC-CIC Core Exam:

Frequent revisiting of material is paramount for retaining information over the long term. Revisit topics you've already covered to strengthen your comprehension and pinpoint areas that need further focus. Regular review sessions will [solidify your understanding](#) and enhance your confidence.

Master Time Management for the PC-CIC Core Exam:

Skillful time management is essential on the exam day to ensure you finish all sections within the designated time limits. During your practice sessions, replicate the conditions of the PC-CIC Core exam and practice managing your time accordingly. Formulate strategies for efficiently addressing each section to optimize your score.

Have A Positive Mindset:

Finally, maintain a positive attitude and have faith in your capabilities. Stay confident in your preparation and trust that you are well-prepared to handle the PC-CIC Core exam. Envision success, remain focused, and approach the exam calmly and objectively.

Benefits of Passing the PC-CIC Core Exam:

- Completing the PC-CIC Core exam unlocks pathways to fresh career prospects and progression within your industry.

- The extensive preparation needed for the PC-CIC Core certification equips you with comprehensive knowledge and practical expertise applicable to your field.
- Possessing the PC-CIC Core certification showcases your mastery and dedication to excellence, garnering acknowledgment from both peers and employers.
- Certified professionals often command higher salaries and have greater potential for earning than those without certification.
- Acquiring the PC-CIC Core certification validates your competence and trustworthiness, fostering confidence among clients, employers, and peers.

Explore the Trusted Practice Exam for the PC-CIC Core Certification:

At VMExam.com, you'll find comprehensive resources for the PC-CIC Core exam. Our platform offers authentic practice exams tailored specifically for the PC-CIC Core certification. What advantages do these practice exams provide? You'll encounter genuine exam-style questions expertly crafted by industry professionals, allowing you to improve your performance in the exam. Rely on VMExam.com for rigorous, unlimited access to [PC-CIC Core practice exams](#) for two months, allowing you to boost your confidence steadily. Through focused practice, numerous candidates have successfully streamlined their path to achieving the PureConnect CIC Core Certification (PC-CIC Core).

Final Remarks:

Preparing for the PC-CIC Core examination demands commitment, strategic planning, and efficient study methods. Implementing these study suggestions can enrich your preparation, elevate your self-assurance, and increase your likelihood of excelling in the exam. Keep your focus sharp, maintain organization, and believe in your abilities. Best of luck!

Here Is the Trusted Practice Test for the PC-CIC Core Certification

VMExam.Com is here with all the necessary details regarding the PC-CIC Core exam. We provide authentic practice tests for the PC-CIC Core exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on VMExam.Com for rigorous, unlimited two-month attempts on the [PC-CIC Core practice tests](https://www.vmexam.com/genesys/pc-cic-core-genesys-pureconnect-cic-core-certification), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the PureConnect CIC Core Certification (PC-CIC Core).

Start Online Practice of PC-CIC Core Exam by Visiting URL

<https://www.vmexam.com/genesys/pc-cic-core-genesys-pureconnect-cic-core-certification>