Overview:
This CIC Core Exam focuses on the development of strategic configurations of users/workgroups/roles to meet profitability objectives. Attendees will be guided through sub-components of the Interaction Administrator® People Container, exploring available configuration options. You can effectively create and modify common Call Routing for PureConnect.

Note: No test aids are permitted in the exam including access to help.genesys.com

Availability:
Method: Certification Exam
Level: Professional
Pricing: 2 TUs

Exam Code:
CIC-101-01

Exam Delivery:
Type of Exam: Multiple choice, multiple select, fill in the blank, matching questions
Certification Level: Professional
Passing Score: Genesys Certification exams scores are based on a point scaling system that is widely used in the industry. The passing score is generated at the time of the exam but is generally between 69-80%.
Exam Language: English-only
Duration: 120 minutes
You can take this exam in two ways:
• Test center proctored
• Online proctored

Target Audience:
Primarily targeted and recommended for the following roles:
• PureConnect System Administrator
• Project Manager
• Operations Director
• Operations/Sales Manager/Supervisor
• Business Planner/Analyst/Forecaster
• Workforce Management Manager/Analyst
• Application Developer
• Contact Center Manager/Supervisor

Exam Path:
Recommended training courses:
• Administering the CIC System
• Configuring Call Flows

Exam Objectives:
Administering the CIC System
• Identify the components of the Interaction Administrator interface and container structure.
• Identify key configuration elements at the Default User, Role, Workgroup, and User level.
• Understand the configuration options available for ACD/Skills-Based routing
• Develop strategies to route interactions to support operational goals.
• Leverage functionality of Client templates, Reports and Response Management resources to meet profitability objectives.

Configuring Call Flows
Design, build, and test a custom Auto Attendant set of menus and operations
Navigate the Interaction Attendant user interface, tree structure and form area
Recognize and use the files and storage structure used by the Interaction Attendant
Publish, import, and export a new Interaction Attendant configuration
Create and configure operations that comprise an Interaction Attendant menu