Cisco

Exam 642-165

Unified Communications Contact Center Express Implementation

Version: 12.0

[Total Questions: 74]

Question No : 1

What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco Unified Communications Manager?

A. 50
B. 150
C. 300
D. 400

Answer: C

Question No : 2

Which step library is included in the license for Cisco Unified CCX Standard?

A. ICM steps
B. email steps
C. document steps
D. database steps

Answer: C

Question No : 3

Which three statements describe the importing of contacts into a Cisco Unified Contact Center Express campaign? (Choose three.)

A. Phone1 is the only mandatory field.
B. Up to three custom fields can be added.
C. List filtering for "Do Not Call" is unsupported.
D. When records have matching phone numbers, only one record is created.
E. Imports can be automatically executed on a weekly basis.

Answer: A,C,D

Question No : 4

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

A. Contact Service Queue
B. Skill Groups
C. Resource Groups
D. competence levels

Answer: A

Question No : 5

When a call terminates, which Cisco Unified CCX setting takes precedence over "Automatic Available" to determine the agent's next state?

A. Automatic Work
B. Resource Pool selection
C. Prompt for this CSQ
D. Service Level settings

Answer: A

Question No : 6

Which three tasks are supported by the Cisco Unified CCX editor? (Choose three.)

A. Perform reactive debugging without connecting to the Cisco Unified CCX cluster.
B. Save a script in repository.
C. Insert breakpoints in a script.
D. Create final variables.
E. Export a script to XML format.

Answer: B,C,D

Question No : 7

Which two items are automatically installed on the Cisco Unified CCX server by the Cisco

Unified Contact Center Express Installer? (Choose two.)

A. IVR System Prompts
B. Cisco Supervisor Desktop
C. Unified Communications Operating System
D. Cisco Unified Communications Manager
E. Workforce Management

Answer: A,C

Question No : 8

Which feature is added when upgrading from the Enhanced to Premium Cisco Unified
Contact Center Express?

A. HTTP-based trigger
B. a wrap-up timer
C. keystroke macros
D. supervisory recording
E. agent-to-agent text chatting

Answer: A

Question No : 9

Which three Cisco Unified Contact Center Express Application Administration tasks may be
performed by a supervisor who does not have administrative privilege? (Choose three.)

A. Delete a resource group.
B. Remove a skill from a CSQ.
C. Enable automatic work on a CSQ.
D. Modify the skill competence level of an agent.
E. Create a resource.
F. Delete a skill.

Answer: B,C,D

Question No : 10

With which product is Cisco Unified CCX integrated in order to allow an agent to chat with an SME using CAD?

A. Cisco Unified Presence
B. IP Phone Messenger
C. Webex Connect
D. Microsoft Office Communicator

Answer: A

Question No : 11

In addition to writing information to a trace file, the Cisco Unified CCX system sends standard event logging messages to a syslog server through which service?

A. SNMP Trap
B. Alarm
C. CDP
D. Win32

Answer: B

Question No : 12

Which interface do the Cisco Unified Communications Manager and Cisco Unified CCX use for call control?

A. AXL
B. HTTP
C. LDAP
D. JTAPI

Answer: D

Question No : 13

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express