

Cisco

Exam 642-242

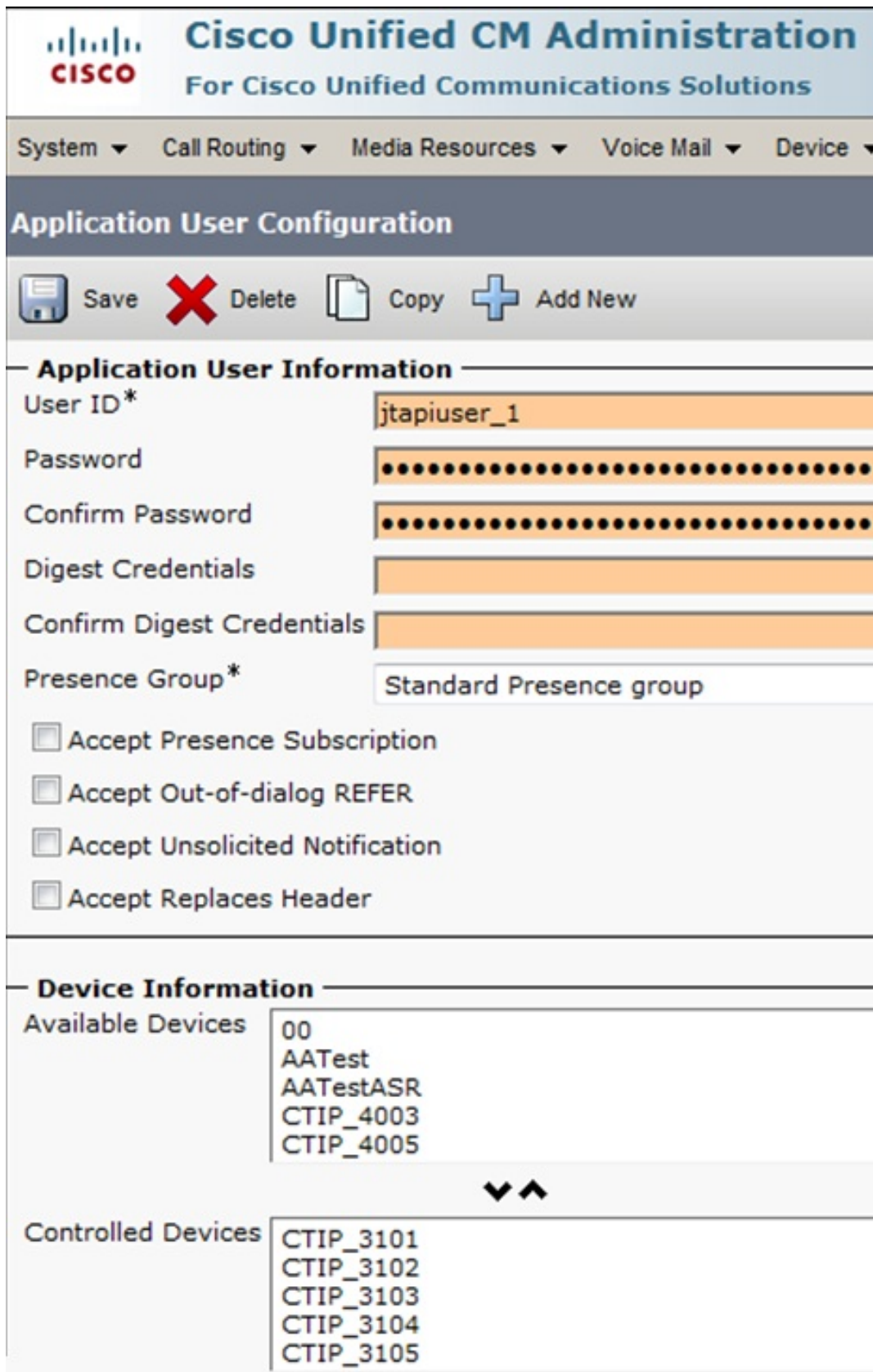
Unified Contact Center Enterprise Implementation

Version: 6.0

[Total Questions: 135]

Question No : 1





Refer to the exhibit.



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾

Application User Configuration

 Save
  Delete
  Copy
  Add New

Application User Information

User ID*

Password

Confirm Password

Digest Credentials

Confirm Digest Credentials

Presence Group*

Accept Presence Subscription
 Accept Out-of-dialog REFER
 Accept Unsolicited Notification
 Accept Replaces Header

Device Information

Available Devices

- 00
- AATest
- AATestASR
- CTIP_4003
- CTIP_4005

▼ ▲

Controlled Devices

- CTIP_3101
- CTIP_3102
- CTIP_3103
- CTIP_3104
- CTIP_3105

Which the following is true based on this Cisco Unified Communications Manager Application User Configuration information?

- A. The CTI ports "CTIP_4003" and "CTIP_3101" are not monitored by this application user.
- B. The User ID "jtapiuser_1" is the default ID for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway user.
- C. The password is invalid because the password field only accepts 32 characters.
- D. The "AATestASR" device is not monitored by this application user.

Answer: D

Question No : 2

In the Cisco Unified Contact Center Enterprise solution, the same object is configured in multiple components.

ICM		CCM		IP IVR
Dialed Number	↔	1	↔	None
Trunk Group	↔	CTI Port	↔	2
3	↔	CTI Route Point (IP IVR)	↔	JTAPI Trigger

Choose the correct set of matching terms that fill in the missing object names in each component.

- A. 1 = CTI route point
2 = JTAPI call control group
3 = DNIS (temporary label)
- B. 1 = CTI route point
2 = None
3 = DNIS (temporary label)
- C. 1 = CTI port
2 = JTAPI call control group
3 = CTI route point
- D. 1 = CTI route point
2 = JTAPI call control group
3 = None

Answer: A

Question No : 3

In the Cisco Unified Contact Center Enterprise deployment, what is the correct order to configure a Cisco Unified Communications Manager Peripheral Gateway for use?

- A.** Build the agents, create the peripheral in PG Explorer, build the skill groups, associate the agents to the skill groups.
- B.** Create the peripheral in PG Explorer, enable sub-skills 1, 2, and 3, build the skill groups, build the agents, associate the agents to the skill groups.
- C.** Build the skill groups, build the agents, associate the agents to the skill groups, create the peripheral in PG Explorer, associate the skill groups to the peripheral.
- D.** Create the peripheral in PG Explorer, build the agents, build the skill groups, associate the agents to the skill groups.

Answer: D

Question No : 4

The INCRP of the Cisco Unified ICM system can function in which two implementations? (Choose two.)

- A.** Cisco Unified Contact Center Hosted Edition for communications to a customer instance (Cisco Unified ICM servers), to send and receive route requests
- B.** Cisco gatekeeper environments providing H.323 destination alias and endpoint translation
- C.** interconnecting different Cisco Unified Contact Center Enterprise solutions to send and receive route requests
- D.** an SS7 service control point with carrier intelligent networks
- E.** to communicate from a parent Cisco Unified ICM to a child or Cisco Unified System Contact Center Enterprise with the Gateway Peripheral Gateway

Answer: A,C

Question No : 5

In the common ground upgrade method of the Cisco Unified Contact Center Enterprise, the Cisco Unified Communications Manager was upgraded to 8.0(1) first. The Peripheral Gateway CTI route points are not registering with the Cisco Unified Communications Manager after the upgrade. What can be done to fix this issue?

- A. Rerun ICM Setup to reload the JTAPI Gateway process on the Peripheral Gateway.
- B. Reboot the Peripheral Gateway to force an update of the CTI route point JTAPI associations.
- C. Remove the CTI route points from the JTAPI user association for the PG user and reinsert them in the Cisco Unified Communications Manager.
- D. Redownload the JTAPI plug-in for the Peripheral Gateway from the Cisco Unified Communications Manager.

Answer: D

Question No : 6

When a call is queued for an agent using Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, which two methods can be used to play music to the waiting caller? (Choose two.)

- A. Configure the Cisco voice gateway to request the music media file from a media server.
- B. Specify a .wav file that contains music in the Cisco Unified IP IVR script.
- C. Configure a Cisco Unified Communications Manager Music on Hold source for the agent IP phone.
- D. In the Cisco Unified ICM routing script, use the Run External Script node to call a Cisco Unified IP IVR application like BasicQ.aef.
- E. Configure the voice gateway with a Real Time Streaming Protocol music source.

Answer: B,D

Question No : 7

Which statement is true about administrative scripts in the Cisco Unified Contact Center Enterprise solution?

- A. Administrative scripts can run more than one time per second.
- B. Administrative scripts must be associated with a call type.
- C. Administrative scripts can use a DB Lookup node.
- D. Administrative scripts can use an ICM Gateway node.

Answer: C

Question No : 8

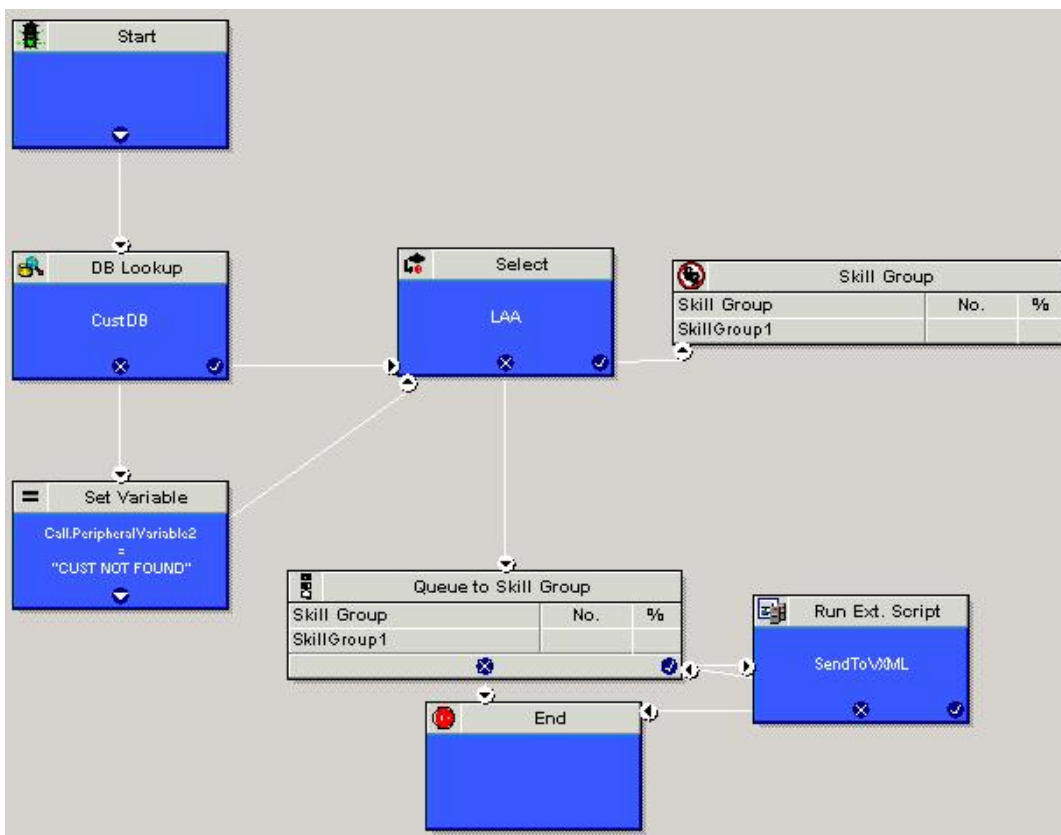
A Cisco CTI Supervisor Desktop can display real-time statistics for Cisco Unified Contact Center Enterprise agents. Which item must be configured in ICM Configuration Manager for those statistics to be displayed?

- A. Supervisor script dialed number.
- B. Agent teams.
- C. Agent State Trace must be checked in the Advanced tab of Agent Explorer.
- D. Routes must be created for each agent in Agent Explorer.

Answer: B

Question No : 9

The Cisco Unified ICM call routing script can access an external database for routing or CTI data. In this script, the DB Lookup node is used to access a CustDB to look up the customer by the caller entered digits associated with the call.



What will this script do if the caller entered digits are invalid?

- A. The DB Lookup node will be ignored and pass control to the Select node, with the database values left empty because the value was invalid.
- B. The DB Lookup node will fail and the SET node will be used to set Call Variable 2 to "Customer Not Found".
- C. The DB Lookup node will find the first row in the table, which is set to have the customer name as "INVALID DATA".
- D. The DB Lookup node will fail and the SET node will be used to set Call Variable 2 to "Customer Not Found," but only if the Call Variable 2 is not already set for this call.

Answer: B

Question No : 10

When installing Cisco Unified IP IVR version 4.0(1), which three types of LDAP server information must be configured? (Choose three.)

- A. LDAP server type
- B. LDAP server host name or IP address
- C. Cisco LDAP license file
- D. LDAP administrator password
- E. LDAP language codec
- F. Fully Qualified Domain Name of the LDAP server

Answer: A,B,D

Question No : 11

When configuring the translation route for a Cisco Unified Contact Center Enterprise solution, which of the following configuration statements is correct?

- A. The Cisco Media Control Group ID must match the Trunk Group Peripheral ID.
- B. The Post-Route Translation Application ID must match the Trunk Group Peripheral ID.
- C. The JTAPI Call Control Group ID must match the Trunk Group Peripheral ID.
- D. The Trunk Group Peripheral ID must match the first JTAPI Trigger associated with Post-Route Translation Application ID.

Answer: C

Question No : 12

In the Cisco Unified Contact Center Enterprise 8.0 solution, which Cisco Unified Communications Manager Application User Group role assignments are required for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway JTAPI user? (Choose two.)

- A. Standard AXL API Access
- B. Standard CTI Allow Call Monitoring
- C. Standard CTI Manager API Access
- D. Standard CTI Enabled
- E. Standard JTAPI Allow Control

Answer: B,D

Question No : 13

A Cisco Unified Contact Center Enterprise call center has a group of supervisors who handle supervisor assist calls from all agents, but do not take customer calls. Which statement best describes how you would configure the supervisory assist function for all of the agents?

- A. Define a dialed number for each agent team; create a routing script that uses the agent-to-agent node branch to another agent-to-agent node if the primary supervisor is not available.
- B. Define a dialed number for each agent skill group; create a routing script that uses the agent-to-agent node.
- C. Define a dialed number for each agent skill group; create a routing script that uses the agent-to-agent node; branch to another agent-to-agent node if the primary supervisor is not available.
- D. Create a skill group to be used for supervisors; define a dialed number for each agent team; create a routing script that routes the agent to the LAA Select node for the supervisor skill group.
- E. Create a skill group to be used for supervisors; define a dialed number for each agent skill group; create a routing script that routes the agent to the LAA Select node for the supervisor skill group.

Answer: D

Question No : 14

When installing the Agent Peripheral Gateway for Cisco Unified Communications Manager, what is the proper order for the installation steps?

A. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window.

Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software.

Configure the Peripheral Gateway in Config ICM using an Administration and Data Server.
Create the JTAPI Application User in Cisco Unified Communications Manager for the Peripheral Gateway.

B. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server.

Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software.

Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window.
Create the JTAPI Application User in Cisco Unified Communications Manager for the Peripheral Gateway.

C. Create the AXL Application User in Cisco Unified Communications Manager for the Peripheral Gateway.

Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software.

Configure the Peripheral Gateway in Config ICM using an Administration and Data Server.
Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window.

D. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software.

Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window.
Create the AXL Application User in Cisco Unified Communications Manager for the Peripheral Gateway.

Configure the Peripheral Gateway in Config ICM using an Administration and Data Server.

Answer: B

Question No : 15

In the Cisco Unified Contact Center Enterprise solution, to move call control to the Cisco Unified IP IVR in the Cisco Unified ICM routing script, what must be configured and used in the script?

A. send to VRU node

B. translation route

C. Run External Script node

D. service array

Answer: B

Question No : 16

In the Cisco Unified Contact Center Enterprise solution, if an agent is logged in and ready but their CTI OS Server fails, what is the impact to the agent?

- A. The agent is automatically logged out and not allowed to process any new calls.
- B. The agent is put into Not Ready state while the desktop fails over to the other CTI OS Server.
- C. The agent phone is automatically reregistered with the Cisco Unified Communications Manager subscriber.
- D. The agent stays in Ready mode and can process calls; however, they will not get CTI data until the desktop fails over to the other CTI OS Server.

Answer: B

Question No : 17

Media termination points in Cisco Unified Communications Manager provide media services such as call hold and call transfer for a call routed to an H.323 endpoint. To configure an MTP resource, which two items must be configured? (Choose two.)

- A. MTP type
- B. MAC address
- C. media routing domain
- D. device pool
- E. location

Answer: A,D

Question No : 18

In the Cisco Unified Contact Center Enterprise solution, if a Cisco Unified Communications Manager subscriber in the Redundancy Group for the Cisco voice gateway is down, how will incoming calls be treated?