Cisco

Exam Questions 642-165

Unified Communications Contact Center Express Implementation
1. Which three tasks are supported by the Cisco Supervisor Desktop? (Choose three.)
   A. Push a web page to an agent's Cisco Agent Desktop.
   B. Chat with an agent.
   C. Log in an agent.
   D. Change an agent's state to Ready.
   E. Send an email to an agent.
   Answer: A,B,D

2. Which deployment option is invalid for Cisco Unified Contact Center Express?
   A. a two-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager cluster
   B. a one-node Cisco Unified Contact Center Express cluster connected to two Cisco Unified Communications Manager clusters
   C. a one-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager Express router
   D. two Cisco Unified Contact Center Express clusters, each with two nodes, connected to the same Cisco Unified Communications Manager cluster
   Answer: B

3. During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?
   A. Timeout
   B. SQL Error
   C. Successful
   D. No Data
   Answer: C

4. Which step is designed to prompt a user to press or say a single-digit number to perform a specific function?
   A. Menu
   B. Get Digit String
   C. Get Call Contact Info
   D. Extended Get Digit String
   Answer: A

5. How can you configure the Prompt step to play different prompts following subsequent timeouts or retries?
   A. Configure it as a Generated Prompt.
   B. Configure it as a Random Container Prompt.
   C. Configure it as an Escalating Container Prompt.
   D. Configure it as a Concatenated Container Prompt.
   Answer: C

6. In Cisco Unified CCX Administration, what is created on the Communications Manager when you add a Cisco Unified Communications Manager Telephony group?
   A. CTI Ports
   B. CTI Route Point
   C. Cisco Unified CCX Call Control Group
   D. Cisco Unified Communications Manager Call Control Group
   Answer: A

7. In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?
   A.
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A. recording
B. monitoring
C. embedded browser
D. call-control buttons
Answer: D

8. Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)
   A. Agent Name
   B. WrapUp Time
   C. Service Level
   D. Overflow CSQ
   E. Automatic Work
   F. CCX Application
Answer: B,C,E
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