Cisco

642-162

IP Contact Center Express Implementation

QUESTION: 157
Which of the following require physical CD/DVD media to be ordered and received prior to patching and/or upgrading IPCC Express 4.0? (Choose two.)

A. Major Release
B. Minor Release
C. Maintenance Release
D. Service Release
E. Engineering Special

**Answer:** A, B

QUESTION: 158
Upon termination of the call, which Cisco IPCCX configuration setting will take precedence over the Automatic Available setting to determine the agent's next state?

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

Answer: C

QUESTION: 159
Which diagram incorrectly depicts the relationship between Cisco CRS 4.0 clusters and Cisco Unified CallManager clusters in a customer network?
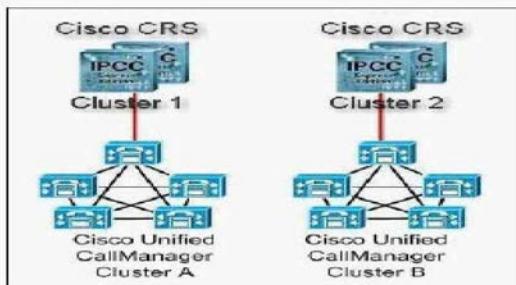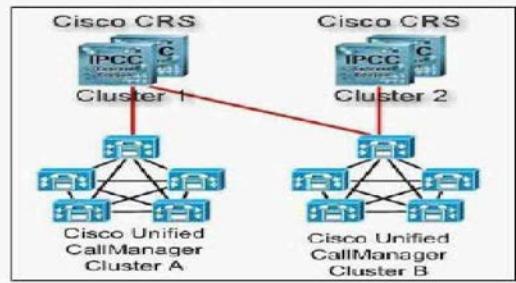
Answer: B

QUESTION: 160
Which two are features of IPCC Express Enhanced? (Choose two.)

A. IVR Port Recording
B. HTTP Triggers
C. Supervisory Silent Monitoring
D. Sending e-mails
E. Database Integration
F. Keystroke macros

Answer: C, F

QUESTION: 161
What are the components of the JTAPI Subsystem? (Choose three.)

A. Provider
B. CTI ports
C. Call control groups
D. CMT Dialog Control Group
E. Trigger
F. RM provider

Answer: A, C, E

QUESTION: 162
Which Cisco CRS 4.0 server configuration task enables the Cisco CRS server to fail over to a secondary Cisco Unified CallManager when the primary Cisco Unified CallManager fails?

A. The LDAP directory must have a secondary profile configured.
B. No special configuration is required. Cisco Unified CallManager maintains the failover.
C. The JTAPI provider on the Cisco CRS server must be configured with the secondary Cisco Unified CallManager IP address following the primary Cisco Unified CallManager IP address. D. There must be a second JTAPI user configured with an alternate range of CTI ports.

Answer: C

QUESTION: 163
Which Media Resource collects DTMF data from callers?

A. JTAPI
B. Cisco Media Termination (CMT)
C. MRCP ASR
D. MRCP TTS

Answer: B

QUESTION: 164
Which of the following is a valid CRS deployment scenario?

A. CRS 4.0 running with Cisco Unified CallManager 4.0
B. CRS 4.1 running with Cisco Unified CallManager 4.1
C. CRS 4.0 running with Cisco Unified CallManager 4.1
D. CRS 3.5 running with Cisco Unified CallManager 3.3

Answer: C

Pass your exam at First Attempt....Guaranteed!