Cisco

642-164

Unified Contact Center Express and Unified IP/IVR (UCCXD) v 1.1

Answer: B

QUESTION: 89
How does the CRS Server know that it has received an ASR-enabled contact?

A. The workflow has ASR steps in it.
B. The contact is on an ASR Dialogue Group channel.
C. The contact is on a JTAPI Call Control Group channel.
D. The contact is on a Cisco Media Dialogue Group channel.

Answer: B

QUESTION: 90
What two situations prevent the supervisor from silently monitoring the phone conversation of an agent in IPCC Express Enhanced? (Choose two.)

A. The agent is logged in and is on the phone.
B. The agent is logged in but is not on the phone.
C. The supervisor is a participant in a phone call.
D. The supervisor has barged in.

Answer: C, D

QUESTION: 91
What two types of call treatment are supported by IPCC Express 4.0? (Choose two.)

A. Standard IVR port
B. Enhanced IVR port
C. Prompt-and-collect port (basic)
D. IVR port (advanced)

Answer: C, D

QUESTION: 92
How do you debug an application with an Accept step?

A. Select Start from the Debug pulldown, then call the trigger.
B. Select Step Over from the Debug pulldown, then call the trigger.
C. Call the trigger, and when the workflow answers, select Start from the Debug pulldown.
D. Select Reactive Application, then call the trigger and press F10 to step through the workflow.

Answer: D

QUESTION: 93
What happens when the CRS Engine fails in a High-Availability CRS deployment?

A. All activities fail over without any loss of data or dropping any calls.
B. All current agent calls are dropped.
C. All callers on active CTI ports are dropped.
D. The standby CRS Engine starts, processing new calls immediately.

Answer: C

QUESTION: 94
How do you obtain CRS license files?

A. They are in the license folder on the CRS CD.
B. They are in the license folder on the CallManager CD.
C. They are sent by e-mail from Cisco.
D. They are in the license folder on the Cisco IPT OS CD.

Answer: C

QUESTION: 95
Which of the following CRS upgrades are allowed? (Choose three).

A. CRS 2.2 to CRS 3.5
B. CRS 3.1 to CRS 4.0
C. CRS 2.2 to CRS 4.0
D. CRS 3.5 to CRS 4.0

Answer: A, B, D

QUESTION: 96
Contact Center Express communication with ICM via a co-resident PG and IP IVR integrating with the Enterprise version to function as a queue point and self-service platform are two valid Customer Response Solution deployment scenarios for Cisco Unified Communications?

A. True
B. False

Answer: A

QUESTION: 97
Which three of the following are licensed Cisco CRS 4.0 software products? (Choose three.)

A. IPCC Express (Standard, Enhanced, or Premium)
B. IP IVR
C. Auto Attendant
D. IP Queue Manager

Answer: A, B, D

QUESTION: 98
Which one of the following options is the maximum number of agents supported for CCM co- resident installations?

A. 20
B. 10
C. 5
D. 15

Answer: B

QUESTION: 99
Which statement is true about the default script field when adding an application?

A. When a caller does not enter a choice in a Menu step, it will execute the default script.
B. Any problems running the configured script will cause the default script to be executed.
C. When the caller enters a digit in the Menu steps that is not defined, the default script will be executed.
D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Answer: B

QUESTION: 100
Which step must be executed before an email can be sent?

A. Send Email
B. Attach Email

C. Create Email
D. Delete Email

Answer: C

QUESTION: 101
What are two ways a call can be documented as abandoned? Select two.

A. The agent hangs up on the caller.
B. The caller hangs up before reaching an agent.
C. The caller hangs up after reaching a session-handled step.
D. The caller hangs up before reaching a session-handled step.

Answer: B, D

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