



Cisco

642-165

*Unified Communications Contact Center Express Implementation
(UCCX)*

B. False

Answer: A

QUESTION: 160

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: 161

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

QUESTION: 162

Which feature is disabled on Cisco agent desktop ?

- A. Recording
- B. Monitoring
- C. Embedded browser
- D. Call-control button

Answer: B

QUESTION: 163

Which configuration can have sPass assigned to it in Cisco ccx ?

- A. Contact service queue
- B. SPass groups
- C. Resource group
- D. Competence queue

Answer: C

QUESTION: 164

Which three Cisco unified contact center application admin tasks may be performed by a supervisor who does not have administrative privilege?

- A. Delete
- B. Remove sPass
- C. Enable automatic work
- D. Modify
- E. Create resource
- F. Delete sPass

Answer: B, C, D

QUESTION: 165

Which Cisco ccx plate form set support the use of an embedded browser ?

- A. Enhanced & premium
- B. Premium
- C. Enhanced
- D. None
- E. Premium standard
- F. Enhanced standard

Answer: A

QUESTION: 166

Which two items are auto installed on the Cisco ccx server by the Cisco unified contact center installer?

- A. IVR prompt
- B. Cisco agent desktop
- C. Cisco desktop work flow adm
- D. Cisco unified communication manager
- E. Work flow management

Answer: A, C

QUESTION: 167

Which one is the Enhanced premium on cc express ?

- A. HTTP-based trigger
- B. Wrap-up time
- C. Keystroke macros
- D. Supervisor recording
- E. Agent to agent text chatting

Answer: A

QUESTION: 168

Which interface do the CUC manager and Cisco unified ccx use for call control ?

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

Answer: D

QUESTION: 169

In Cisco unified ccx, where is wrap-up data enabled ?

- A. In the Cisco supervisor desktop
- B. In csq configuration on application administrator
- C. On work flow groups on Cisco desktop work flow adm
- D. In resource configuration or app adm

Answer: C

QUESTION: 170

Which subsystem handles connection between CCX and enterprise database?

- A. Media
- B. JTAPI
- C. Database
- D. Application

Answer: C

QUESTION: 171

How many license should be bought total user 250,150 logged,30 agent to answer outbound calls,20 agents able to answer end?

- A. 150
- B. 180
- C. 200
- D. 250

Answer: C

QUESTION: 172

Which interface is used to configuration debug parameter for log files?

- A. Data store control center
- B. Alarm and Trace Configuration
- C. System parameter
- D. Control center

Answer: B

QUESTION: 173

Agent email is a Cisco unified ccx feature available in which ?

- A. Premium enhanced,standard
- B. Premium
- C. Premium & std
- D. Premium and enhanced

Answer: B

QUESTION: 174

Which two tasks must an administrator perform on Cisco desktop adm to support presence?

- A. Assign contact list to a CSQ
- B. Assign contact list to workflow
- C. Assign an SME to a contact list
- D. Assign a contact list to a skill
- E. Assign and sort to a CSQ

Answer: B, C

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