PassTest

Bessere Qualität , bessere Dienstleistungen!

Q&A

Exam : **642-165**

Title : Unified Communications Contact Center Express Implementation(UCCX)

Version : V10.02

1.What can help expose problems with script logic or validity by simulating the execution of a script?

A. Alarm and Trace Configuration

B. debug session

C. script validation

D. script refresh

Answer: B

2.What is the maximum number of agents supported on a Cisco Unified Communications Manager Express deployment.?

A. 10 agents

B. 50 agents

C. 100 agents

D. 300 agents

Answer: B

3.Which configuration enables a Cisco Unified Contact Center Express server to fail over to a secondary Cisco Unified Communications Manager server when the primary server fails?

A. No special configuration is needed.

B. Configure LDAP with a secondary profile.

C. Configure a second Cisco Unified Communications Manager telephony user with an alternate range of CTI ports.

D. Configure the telephony provider with a primary and secondary Cisco Unified Communications Manager IP address.

Answer: D

4.Presence integration is a Cisco Unified CCX feature available in which of these packages?

A. Premium, Enhanced, and Standard

B. Premium only

C. Premium with high availability only

D. Premium and Enhanced

Answer: A

5.Which two tasks must an administrator perform on Cisco Desktop Administrator to support presence integration? (Choose two.)

A. Assign a contact list to a CSQ.

B. Assign a contact list to a workflow group.

C. Assign an SME to a contact list.

D. Assign a contact list to a skill.

E. Assign an SME to a CSQ.

Answer: BC

6.Agent Email is a Cisco Unified CCX feature available in which of these packages?

A. Premium, Enhanced, and Standard

B. Premium only

C. Premium and Standard

D. Premium and Enhanced

Answer: B

7.If you have not configured the database subsystem, what is the status of the database subsystem on the Control Center page of AppAdmin?

A. partial service

B. out of service

C. shutdown

D. not configured

Answer: D

8.With which product is Cisco Unified CCX integrated in order to allow an agent to chat with an SME using CAD?

A. Cisco Unified Presence

B. IP Phone Messenger

C. Webex Connect

D. Microsoft Office Communicator

Answer: A

9.A Cisco Unified Contact Center Express 7.0 deployment requires support for 20 concurrently logged-in agents. The agents are split across two remote sites, and the high-availability Cisco Unified CCX Engine, Database, VoIP Monitoring, and Recording server processes run at a central data center. The agents will be using CAD with Cisco Unified IP Phone 7960G and end-point monitoring. Very little recording and silent monitoring will be performed, and no historical reporting will be done during call center open hours. What is the minimum number of Cisco Unified Contact Center Express hardware servers required for this Cisco Unified Contact Center Express deployment?

A. 1 server

B. 2 servers

C. 3 servers

D. 4 servers

E. 5 servers

Answer: B

10.Which interface is used to configure debug parameters for log files?

A. Datastore Control Center

B. trace configuration

C. system parameters

D. Control Center

Answer: B