642-165 ^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

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

Correct Answer: B

QUESTION 2

In which two ways does remote monitoring allow the monitored call to be selected? (Choose two.)

A. by agent name

B. by agent extension

C. by application ID

D. by media group ID

E. by CSQ ID

Correct Answer: BE

QUESTION 3

Which three components are installed from the Cisco Unified CCX Installer media? (Choose three.)

A. iPlanet Web Server

B. Cisco Unified CCX Engine

C. Cisco Unified Operations Manager

D. Cisco Unified Communications Manager

E. Recording Component

F. Informix DB

Correct Answer: BEF

QUESTION 4

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

A. Datastore Control Center

B. trace configuration

C. system parameters

D. Control Center

Correct Answer: B

QUESTION 5

Which three Cisco Unified Contact Center Express Application Administration tasks may be performed by a supervisor who does not have administrative privilege? (Choose three.)

A. Delete a resource group.

B. Remove a skill from a CSQ.

C. Enable automatic work on a CSQ.

D. Modify the skill competence level of an agent.

E. Create a resource.

F. Delete a skill.

Correct Answer: BCD

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