

642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.)

- A. chat with an SME
- B. send an email to an SME
- C. send enterprise data to an SME
- D. transfer a call to an SME
- E. start a Cisco WebEx session with an SME

Correct Answer: ACD

QUESTION 2

What does it mean for a variable in the Application Editor to be defined as a parameter?

- A. The variable can be used to pass data to and from subflows.
- B. The value for that variable can be supplied via Application Configuration in Application Administration.
- C. The value for that variable is defined by the calling application.
- D. The variable can be used in conditional steps.
- E. The variable can be used to pass data to and from VoiceXML applications.

Correct Answer: B

QUESTION 3

How many languages can be installed for the Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD)?

- A. one language for both the CAD and the CSD
- B. one language for the CAD and a different language for the CSD
- C. two languages for the CAD and one language for the CSD
- D. two languages for both the CAD and the CSD

Correct Answer: A

QUESTION 4

What is the purpose of setting the Flush Input Buffer field of the Menu step to true?

- A. to release memory held by the prompt variable
- B. to clear previously entered input before the Menu step executes
- C. to specify if the step can be interrupted by an agent who becomes available
- D. to prevent the caller from entering a menu choice before the prompt has played

Correct Answer: B

QUESTION 5

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Contact Service Queue
- B. Skill Groups
- C. Resource Groups
- D. competence levels

Correct Answer: A

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