

642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

When a call terminates, which Cisco Unified CCX setting takes precedence over "Automatic Available" to determine the agent's next state?

- A. Automatic Work
- B. Resource Pool selection
- C. Prompt for this CSQ
- D. Service Level settings

Correct Answer: A

QUESTION 2

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

- A. Control Center on Cisco Unified Contact Center Express Serviceability
- B. System page on Cisco Unified Contact Center Express Administration
- C. Cisco Desktop Administrator
- D. Cisco Unified Communications Operating System Administration

Correct Answer: A

QUESTION 3

Which two items are automatically installed on the Cisco Unified CCX server by the Cisco Unified Contact Center Express Installer? (Choose two.)

- A. IVR System Prompts
- B. Cisco Supervisor Desktop
- C. Unified Communications Operating System
- D. Cisco Unified Communications Manager
- E. Workforce Management

Correct Answer: AC

QUESTION 4

What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco

Unified Communications Manager?

- A. 50
- B. 150
- C. 300
- D. 400

Correct Answer: C

QUESTION 5

Which feature is added when upgrading from the Enhanced to Premium Cisco Unified Contact Center Express?

- A. HTTP-based trigger
- B. a wrap-up timer
- C. keystroke macros
- D. supervisory recording
- E. agent-to-agent text chatting

Correct Answer: A

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