642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

A Cisco CTI Supervisor Desktop can display real-time statistics for Cisco Unified Contact Center Enterprise agents.

Which item must be configured in ICM Configuration Manager for those statistics to be displayed?

A. Supervisor script dialed number.

B. Agent teams.

C. Agent State Trace must be checked in the Advanced tab of Agent Explorer.

D. Routes must be created for each agent in Agent Explorer.

Correct Answer: B

QUESTION 2

Which Cisco Unified ICM configuration object must exist before a Cisco Unified Communications Manager peripheral can be saved in the PG Explorer configuration tool?

A. call type

B. service

C. skill group

D. agent Desk Settings (new or existing default)

Correct Answer: D

QUESTION 3

In the Cisco Unified Contact Center Enterprise 8.0 solution, which Cisco Unified Communications Manager Application User Group role assignments are required for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway JTAPI user? (Choose two.)

A. Standard AXL API Access

B. Standard CTI Allow Call Monitoring

C. Standard CTI Manager API Access

D. Standard CTI Enabled

E. Standard JTAPI Allow Control

Correct Answer: BD

QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, what is a dialed number associated with in the ICM configuration database?

A. an agent phone

B. an IP IVR port

C. a routing client

D. a device target

Correct Answer: C

QUESTION 5

In a Cisco Unified ICM routing script, what is the best way to assign a sales call a higher priority in the system?

A. At the beginning of the Sales routing script, use the Queue Priority node to set the priority of all calls hitting that script to 1.

B. In the Queue to Skill Group node, set the call priority to 1 for any Sales skill group queue nodes.

C. In the Queue to Skill Group node, set the call priority to 10 for any Sales skill group queue nodes.

D. Use a Queue Priority node for support and other non-sales calls with priority 1.

Correct Answer: B

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