

642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

In the Cisco Unified ICM database servers, which Microsoft SQL Server Agent rights setting is not allowed on the server local Security Policy Settings?

- A. allow log on locally
- B. act as part of an operating system
- C. log on as a service
- D. log on as a batch job

Correct Answer: A

QUESTION 2

Which is the recommended order of installation for Cisco Unified ICM software components?

- A. Call Router, Logger, first Admin Workstation/Distributor, Peripheral Gateway
- B. First Admin Workstation/Distributor, Call Router, Logger, Peripheral Gateway
- C. Peripheral Gateway, first Admin Workstation/Distributor, Logger, Call Router
- D. Logger, Call Router, Peripheral Gateway, first Admin Workstation/Distributor

Correct Answer: A

QUESTION 3

In the Cisco Unified Contact Center Enterprise 8.0 solution, what is the proper order to deploy a new Administration and Data Server with HDS?

- A. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to setup the Administration and Data Server options.
- B. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server and setup the Administration and Data Server options.
- C. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server and setup the Administration and Data Server options. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database.
- D. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise ICMDDBA

Tool to create the HDS database. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server and setup the Administration and Data Server options. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done.

Correct Answer: A

QUESTION 4

In a Microsoft Windows Active Directory environment, which two methods are supported by Cisco Unified ICM 7.0(x) for IP/host name resolution? (Choose two.)

- A. DNS
- B. WINS
- C. LM host files
- D. host files (local)
- E. SNMP

Correct Answer: AD

QUESTION 5

Refer to the exhibit. This is the setup of the Cisco Unified Communications Manager Telephony Call Control Group.

Which two of the following is true based on this configuration? (Choose two.)

- A. Callers will be unable to use keypad digits to enter numbers on these CTI ports because the Media Termination Support radio button has "No" selected.
- B. The trunk group number must be defined as "112" in the Cisco Unified Contact Center Enterprise Configuration Manager tool.
- C. The Device Name for the CTI ports of this group in Cisco Unified Communications Manager will be named "xxxx_CTIP" where "xxxx" is the CTI port number.
- D. There are five CTI ports that begin with port number "3101" for this group in Cisco Unified Communications Manager.
- E. No calls will be routed to these CTI ports because the DN Calling Search Space is set to "None".

Correct Answer: BD
