

642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)

- A. ICM Organizational Unit
- B. ICM facility
- C. ICM SQL facility
- D. ICM Windows instance
- E. ICM instance
- F. ICM agent users

Correct Answer: ABE

QUESTION 2

In the Cisco Unified Contact Center Enterprise solution, if the private network fails but the visible or public network is still operational, which of the following statements is true?

- A. The system will stop routing calls because it cannot function without a private network.
- B. The private network data will automatically be rerouted over the visible or public network.
- C. Both call routers will go Active and attempt to split the system until the private network is restored.
- D. The system will continue to operate but with only one call router in Simplex mode.

Correct Answer: D

QUESTION 3

Which item is not used in configuring a Cisco ICM VRU PIM on the Peripheral Gateway?

- A. instance name
- B. peripheral ID
- C. VRU connection port
- D. heartbeat interval

Correct Answer: A

QUESTION 4

Microsoft Windows service accounts are created for the Cisco Unified ICM 8.0(x) application to run. Which statement is true?"

- A. Service accounts are created in Active Directory in the Cisco Organizational Unit by the Cisco Unified ICM Domain Manager tool.
- B. Service accounts are created by Cisco Unified ICM Setup in the root organizational unit.
- C. Service accounts cannot be relocated from their installed directory.
- D. Service accounts are created as local users on Cisco Unified ICM Servers.

Correct Answer: C

QUESTION 5

In the Cisco Unified Contact Center Enterprise with IP IVR, ring-no-answer dialed number processing is set in the Agent Desk Settings tool of ConfigManager. Given this setup, what are two impacts of using this setting this way if the CMPG_RC.INBOUND_8001 dialed number is the same number the calls arrived on originally? (Choose two.)

- A. The caller will hear hold music while the call is transferred back to the Cisco Unified Communications Manager.
- B. The ring-no-answer calls will be put at the bottom of the queue and have to wait again for an agent to become available.
- C. The caller will be re-directed to a different routing script.
- D. The ring-no-answer calls will be "double counted" in the inbound 8001 call type.
- E. The caller will be disconnected as a call cannot be hair-pinned back on itself with Cisco Unified IP IVR.

Correct Answer: BD

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