

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

In order to run the setup program for a Cisco Unified ICM Server, what are the minimum permissions that must be granted to a user?

- A. domain admin, read write
- B. local user, read only
- C. SQL admin, read write
- D. local admin, read write
- E. domain admin, read only
- F. ICM admin, read write

Correct Answer: D

QUESTION 3

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 4

When installing a duplexed Cisco Unified ICM Peripheral Gateway, given the table of host names and IP addresses, which is the correct configuration for Cisco Unified Communications Manager Service parameters for the Cisco Unified Communications Manager Peripheral Gateway?

- A. PG1A Unified Communications Manager Service Parameters = CCMPUB, CCMSUB1 PG1B Unified Communications Manager Service Parameters = CCMSUB1, CCMPUB
- B. PG1A Unified Communications Manager Service Parameters = CCMSUB1 PG1B Unified Communications Manager Service Parameters = CCMSUB2
- C. PG1A Unified Communications Manager Service Parameters = CCMSUB01, IPIVR01 PG1B Unified Communications Manager Service Parameters = CCMSUB2, IPIVR02
- D. PG1A Unified Communications Manager Service Parameters = IPCCPG1B, IPCCPG1BH PG1B Unified Communications Manager Service Parameters = IPCCPG1A, IPCCPG1AH

Correct Answer: B

QUESTION 5

When deploying the Cisco Unified Contact Center Enterprise solution with the mobile agent option in a SIP-based trunk environment, which statement is true?

- A. Each mobile agent will require additional MTP resources.
- B. Mobile agents support KPML for out-of-band DTMF processing.
- C. Mobile agents cannot be used in outbound campaigns over SIP trunks.
- D. Supervisors are not able to monitor mobile agents when they are deployed with SIP trunks.

Correct Answer: A

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