

642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

With which product is Cisco Unified CCX integrated in order to allow an agent to chat with an SME using CAD?

- A. Cisco Unified Presence
- B. IP Phone Messenger
- C. Webex Connect
- D. Microsoft Office Communicator

Correct Answer: A

QUESTION 2

You are designing a Cisco Unified Contact Center Express system with four requirements:

250 configured agents 150 agents maximum logged in at any given time 30 agents able to make outbound calls 20 agents able to answer emails

How many premium seats should be purchased?

- A. 150 seats
- B. 180 seats
- C. 200 seats
- D. 250 seats

Correct Answer: A

QUESTION 3

Which subsystem handles connections between the Cisco Unified Contact Center Express Server and the Enterprise Databases?

- A. Media
- B. JTAPI
- C. Database
- D. Application

Correct Answer: C

QUESTION 4

Which three tasks are required to deploy a Cisco Unified CCX application? (Choose three.)

- A. create a trigger
- B. upload script to repository
- C. restart the Cisco Unified CCX Engine
- D. specify the maximum number of sessions
- E. configure default session timeout

Correct Answer: ABD

QUESTION 5

Which Cisco Unified Contact Center Express platform set supports the use of an embedded Internet browser within the Cisco Agent Desktop?

- A. Premium only
- B. Enhanced and Premium only
- C. Standard, Enhanced, and Premium
- D. Cisco Unified Contact Center Express does not support an embedded Internet browser

Correct Answer: A

QUESTION 6

Which two are possible root causes for the Application Subsystem going into partial service status? (Choose two.)

- A. Cisco Unified Communications Manager Telephony Provider problem
- B. CTI Route Point problem
- C. CTI Port Group problem
- D. script problem
- E. system deadlock problem

Correct Answer: DE

QUESTION 7

Which of the following is not an input that is required when you install Cisco Unified CCX?

- A. application username

- B. platform administrator username
- C. IP address
- D. default language
- E. time zone

Correct Answer: D

QUESTION 8

What can help expose problems with script logic or validity by simulating the execution of a script?

- A. Alarm and Trace Configuration
- B. debug session
- C. script validation
- D. script refresh

Correct Answer: B

QUESTION 9

A Cisco Unified Contact Center Express 7.0 deployment requires support for 20 concurrently logged-in agents. The agents are split across two remote sites, and the high-availability Cisco Unified CCX Engine, Database, VoIP Monitoring, and Recording server processes run at a central data center. The agents will be using CAD with Cisco Unified IP Phone 7960G and end-point monitoring. Very little recording and silent monitoring will be performed, and no historical reporting will be done during call center open hours.

What is the minimum number of Cisco Unified Contact Center Express hardware servers required for this Cisco Unified Contact Center Express deployment?

- A. 1 server
- B. 2 servers
- C. 3 servers
- D. 4 servers
- E. 5 servers

Correct Answer: B

QUESTION 10

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

QUESTION 11

Which tool is used to estimate the hardware server resources that are required for a Cisco Unified CCX deployment?

- A. IPC Resource Calculator
- B. CTI Port Calculator
- C. Cisco Unified Communications Sizing Tool
- D. Cisco Unified CCX Applications Administration

Correct Answer: C

QUESTION 12

In the Cisco Unified CCX Editor, where do you start the debugger?

- A. toolbar
- B. Step palette
- C. Design window
- D. Variable window

Correct Answer: A

QUESTION 13

Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.)

- A. chat with an SME
- B. send an email to an SME
- C. send enterprise data to an SME
- D. transfer a call to an SME

E. start a Cisco WebEx session with an SME

Correct Answer: ACD

QUESTION 14

Which three tasks can an agent perform using email? (Choose three.)

- A. save the response as a draft
- B. send the response to the supervisor for review
- C. transfer the email to another CSQ
- D. transfer the email to another agent
- E. mark the email as urgent
- F. mark the email as junk

Correct Answer: ABC

QUESTION 15

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

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