

642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

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 2

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 3

Which step is designed to prompt a user to press or say a single-digit number to perform a specific function?

- A. Menu
- B. Get Digit String
- C. Get Call Contact Info
- D. Extended Get Digit String

Correct Answer: A

QUESTION 4

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

- A. in the Cisco Supervisor Desktop
- B. in CSQ configuration on Application Administration
- C. in workflow groups on Cisco Desktop Work Flow Administrator
- D. in resource configuration on Application Administration

Correct Answer: C

QUESTION 5

If you have not configured the database subsystem, what is the status of the database subsystem on the Control Center page of AppAdmin?

- A. partial service
- B. out of service
- C. shutdown
- D. not configured

Correct Answer: D

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