

642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

- A. Control Center on Cisco Unified Contact Center Express Serviceability
- B. System page on Cisco Unified Contact Center Express Administration
- C. Cisco Desktop Administrator
- D. Cisco Unified Communications Operating System Administration

Correct Answer: A

QUESTION 2

What formula do you use to calculate the number of agents in a Call Center?

- A. Erlang B
- B. Erlang C
- C. $AHT * BHCA$
- D. VG ports + IVR ports

Correct Answer: B

QUESTION 3

What is the purpose of setting the Flush Input Buffer field of the Menu step to true?

- A. to release memory held by the prompt variable
- B. to clear previously entered input before the Menu step executes
- C. to specify if the step can be interrupted by an agent who becomes available
- D. to prevent the caller from entering a menu choice before the prompt has played

Correct Answer: B

QUESTION 4

Which three of the following tasks can be performed using Cisco Unified Real-Time Monitoring Tool? (Choose three.)

- A. collect trace files
- B. stop and start Cisco Unified CCX services

- C. view syslog messages
- D. perform backup and restore functions
- E. monitor the health of the Cisco Unified CCX system

Correct Answer: ACE

QUESTION 5

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

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