642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Which step can be used to trap runtime script errors and recover gracefully?

A. Set

B. Call Subflow

C. On Exception Goto

D. Get Reporting Statistic

Correct Answer: C

QUESTION 2

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 3

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 4

How is the default eMail address in the eMail Subsystem Configuration page used?

A. It receives all mail sent in the Send eMail step as a bcc.

B. It is the From address for emails sent by agents using Agent E-mail.

C. It is used if no email contact is specified in the Create eMail step.

D. It becomes the From address in the Send eMail step if no address is specified.

Correct Answer: D

QUESTION 5

If the Call Redirect step sends a caller to a device that does not exist in the CallManager, which branch of the step is executed?

A. Busy

B. Invalid

C. Successful

D. Unsuccessful

Correct Answer: B

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