

642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

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 2

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

- A. Agent Name
- B. WrapUp Time
- C. Service Level
- D. Overflow CSQ
- E. Automatic Work
- F. CCX Application

Correct Answer: BCE

QUESTION 3

Which three tasks are supported by the Cisco Unified CCX editor? (Choose three.)

- A. Perform reactive debugging without connecting to the Cisco Unified CCX cluster.
- B. Save a script in repository.
- C. Insert breakpoints in a script.
- D. Create final variables.
- E. Export a script to XML format.

Correct Answer: BCD

QUESTION 4

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 5

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

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