

642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Which configuration enables a Cisco Unified Contact Center Express server to fail over to a secondary Cisco Unified Communications Manager server when the primary server fails?

- A. No special configuration is needed.
- B. Configure LDAP with a secondary profile.
- C. Configure a second Cisco Unified Communications Manager telephony user with an alternate range of CTI ports.
- D. Configure the telephony provider with a primary and secondary Cisco Unified Communications Manager IP address.

Correct Answer: D

QUESTION 2

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 3

What formula do you use to calculate the number of Voice Gateway ports?

- A. Erlang A
- B. Erlang B
- C. Erlang C
- D. IVR ports + agent phones

Correct Answer: B

QUESTION 4

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 5

Which two releases require physical media to be ordered and received prior to patching or upgrading Cisco Unified Contact Center Express? (Choose two.)

- A. minor release
- B. major release
- C. service update
- D. engineering special

Correct Answer: AB

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