642-165 ^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Which subsystem handles connections between the Cisco Unified Contact Center Express Server and the Enterprise Databases?

A. Media

B. JTAPI

C. Database

D. Application

Correct Answer: C

QUESTION 2

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 3

Which interface is used to configure debug parameters for log files?

A. Datastore Control Center

B. trace configuration

C. system parameters

D. Control Center

Correct Answer: B

QUESTION 4

In which two ways does remote monitoring allow the monitored call to be selected? (Choose two.)

A. by agent name

B. by agent extension

C. by application ID

D. by media group ID

E. by CSQ ID

Correct Answer: BE

QUESTION 5

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

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