

642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

When installing Cisco Unified IP IVR version 4.0(1), which three types of LDAP server information must be configured? (Choose three.)

- A. LDAP server type
- B. LDAP server host name or IP address
- C. Cisco LDAP license file
- D. LDAP administrator password
- E. LDAP language codec
- F. Fully Qualified Domain Name of the LDAP server

Correct Answer: ABD

QUESTION 2

The Cisco ICM platform provides routing and administrative scripts.

What can administrative scripts be used for?

- A. to process route requests on a call-by-call basis
- B. to set or check values of global variables on a regular basis
- C. to change the call type of a set of scripts on a scheduled basis
- D. to change the way service level is calculated across services and call types without having to edit each individually

Correct Answer: B

QUESTION 3

Microsoft Windows service accounts are created for the Cisco Unified ICM 8.0(x) application to run. Which statement is true?"

- A. Service accounts are created in Active Directory in the Cisco Organizational Unit by the Cisco Unified ICM Domain Manager tool.
- B. Service accounts are created by Cisco Unified ICM Setup in the root organizational unit.
- C. Service accounts cannot be relocated from their installed directory.
- D. Service accounts are created as local users on Cisco Unified ICM Servers.

Correct Answer: C

QUESTION 4

Which is the correct installation order for the Cisco Agent Desktop in a Cisco Unified Contact Center Enterprise solution?

- A. Cisco Agent Desktop server; Cisco Agent Desktop administrator; Cisco Unified Communications Manager Peripheral Gateway; CTI/OS Server; CTI Server; Cisco Agent Desktop agent
- B. Cisco Agent Desktop administrator; Cisco Unified Communications Manager Peripheral Gateway; CTI/OS Server; CTI Server; Cisco Agent Desktop server; Cisco Agent Desktop agent
- C. Cisco Unified Communications Manager Peripheral Gateway; CTI Server; CTI/OS Server; Cisco Agent Desktop server; Cisco Agent Desktop administrator; Cisco Agent Desktop agent
- D. Cisco Unified Communications Manager Peripheral Gateway; Cisco Agent Desktop administrator; CTI Server; CTI/OS Server; Cisco Agent Desktop server; Cisco Agent Desktop agent

Correct Answer: C

QUESTION 5

In a Cisco Unified Contact Center Enterprise deployment, with IP IVR for queuing, if the Cisco Unified Communications Manager subscriber of the agent fails, which is the expected result?

- A. The call in progress is not affected, but the agent can only use the CTI desktop for transfer and conference functions.
- B. The call in progress is put on hold while the phone reregisters to another subscriber in the cluster and is automatically reconnected when the phone is reset.
- C. The call in progress is not affected; however, the phone reregisters at the end of the call.
- D. The call in progress is not affected, and the agent can transfer and conference and perform other phone features without any effect.

Correct Answer: C

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