

## 642-242<sup>Q&As</sup>

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

When creating a dialed number in the Cisco Unified ICM Configuration Manager, it is necessary to select Permit Application Routing for which of the following?

- A. passing ECC variables to the Cisco Unified IP IVR to play messages to callers in queue
- B. when a type 9 VRU has been specified in ICM Configuration Manager Network VRU Explorer
- C. for parent/child deployments where the parent will route calls to this dialed number
- D. if this dialed number will be used as a label in a translation route to VRU

Correct Answer: C

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**QUESTION 2**

In a Cisco Unified Contact Center Enterprise deployment, a trunk group is created in the Cisco Unified ICM Configuration Manager and associated with a peripheral.

The trunk group peripheral number must match which of the following items?

- A. Peripheral ID of the Cisco Unified IP IVR Peripheral Gateway PIM
- B. Peripheral ID of the Cisco Unified Communications Manager Peripheral Gateway PIM
- C. Cisco Unified IP IVR's CTI Port Group Number ID
- D. Peripheral Gateway CTI Server Listen Port, which typically is 42027 or 43027

Correct Answer: C

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**QUESTION 3**

Which Cisco Unified ICM Peripheral Gateway process and network connection is used to provide synchronous state transfer between a pair of duplex Peripheral Gateways?

- A. MDS, Visible/Public Network
- B. OPC, Visible/Public Network
- C. MDS, Private Network
- D. OPC, Private Network

Correct Answer: C

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QUESTION 4

Refer to the exhibit.

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾

### Application User Configuration

Save Delete Copy Add New

**Application User Information**

User ID\* jtapiuser\_1

Password

Confirm Password

Digest Credentials

Confirm Digest Credentials

Presence Group\* Standard Presence group

Accept Presence Subscription

Accept Out-of-dialog REFER

Accept Unsolicited Notification

Accept Replaces Header

**Device Information**

Available Devices

- 00
- AATest
- AATestASR
- CTIP\_4003
- CTIP\_4005

Controlled Devices

- CTIP\_3101
- CTIP\_3102
- CTIP\_3103
- CTIP\_3104
- CTIP\_3105

Which the following is true based on this Cisco Unified Communications Manager Application User Configuration information?

- A. The CTI ports "CTIP\_4003" and "CTIP\_3101" are not monitored by this application user.
- B. The User ID "jtapiuser\_1" is the default ID for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway user.
- C. The password is invalid because the password field only accepts 32 characters.
- D. The "AATestASR" device is not monitored by this application user.

Correct Answer: D

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## QUESTION 5

In which two ways are Cisco Unified Communications Manager CTI route ports typically used in the Cisco Unified Contact Center Enterprise solution? (Choose two.)

- A. to accept media for callers in the Cisco Unified IP IVR under control of the Cisco Unified Contact Center Enterprise system
- B. to manage incoming call signaling from the PSTN as Dialed Numbers for the Cisco Unified Contact Center Enterprise system
- C. to play media to callers for busy or disconnect tones from Cisco Unified Communications Manager
- D. to provide a call-signaling transfer point as part of a Translation Route to VRU node in the Cisco Unified Contact Center Enterprise call routing script
- E. to provide conference bridge resources to allow supervisors to barge into calls with agents in the Cisco Unified Contact Center Enterprise system

Correct Answer: BD

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