

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

Unified Contact Center Enterprise Implementation(UCCEI)

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## QUESTION 1

In the Cisco Unified ICM database servers, which Microsoft SQL Server Agent rights setting is not allowed on the server local Security Policy Settings?

- A. allow log on locally
- B. act as part of an operating system
- C. log on as a service
- D. log on as a batch job

Correct Answer: A

## QUESTION 2

Drag the OutboundControl variable value from the Cisco Unified Contact Center Enterprise Administrative Script for Outbound Option from the left and drop it on the matching description on the right.

PREVIEW\_DIRECT\_ONLY

PREDICTIVE\_ONLY

PREVIEW\_BLENDED

PROGRESSIVE\_BLENDED

Agents are routed outbound contacts based on a fixed number of calls to place when the agent is not working on an inbound contact.

Agents are given the option to place a call to a contact when they are not working on an inbound contact.

Agents are given the option to place a call to a contact using their Cisco Unified IP phone with no inbound contacts.

Agents are routed outbound contacts based on real-time performance of the campaign with no inbound contacts.

Correct Answer:

Drag the OutboundControl variable value from the Cisco Unified Contact Center Enterprise Administrative Script for Outbound Option from the left and drop it on the matching description on the right.

PROGRESSIVE\_BLENDED

PREVIEW\_BLENDED

PREVIEW\_DIRECT\_ONLY

PREDICTIVE\_ONLY

### QUESTION 3

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)

- A. ICM Organizational Unit
- B. ICM facility
- C. ICM SQL facility
- D. ICM Windows instance
- E. ICM instance
- F. ICM agent users

Correct Answer: ABE

### QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, how are CTI route points and CTI ports created in the Unified IP IVR 4.0(x)?

- A. CTI route points and CTI ports are created and associated to the IP IVR user in Cisco Unified Communications Manager Administration prior to configuring the CTI route points in the IP IVR in the CRS Administration menu.
- B. CTI route points and CTI ports are created from the CRS Administration menu. The CRS Administration will automatically create and associate the CTI route points and CTI ports in Unified Communications Manager.
- C. CTI route points and CTI ports are created from the CRS Administration first and then the CTI route points and CTI

ports are associated to the correct user using Unified Communications Manager Administration manually.

D. CTI route points and CTI ports can either be created from the CRS Administration menu or from the Cisco Unified Communications Manager Administration as long as the CTI route points and CTI ports are associated to the correct IP IVR user profile.

Correct Answer: B

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## QUESTION 5

In a Cisco Unified Contact Center Enterprise deployment with IP IVR used for queuing, how is a call moved from the queue to the agent?

- A. The ICM routing script instructs the IP IVR as the routing client to redirect the call to the agent's IP Phone via Cisco Unified Communications Manager.
- B. The ICM routing script instructs the Cisco Unified Communications Manager to transfer the call out of the IP IVR to the agent's IP Phone.
- C. The ICM routing script instructs the Voice Gateway to switch the call out of the IP IVR to the agent's IP Phone.
- D. The ICM routing script instructs the IP IVR to set up a new call leg to the agent's IP Phone.

Correct Answer: A

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