

642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

In the common ground upgrade method of the Cisco Unified Contact Center Enterprise, the Cisco Unified Communications Manager was upgraded to 8.0(1) first. The Peripheral Gateway CTI route points are not registering with the Cisco Unified Communications Manager after the upgrade.

What can be done to fix this issue?

- A. Rerun ICM Setup to reload the JTAPI Gateway process on the Peripheral Gateway.
- B. Reboot the Peripheral Gateway to force an update of the CTI route point JTAPI associations.
- C. Remove the CTI route points from the JTAPI user association for the PG user and reinsert them in the Cisco Unified Communications Manager.
- D. Redownload the JTAPI plug-in for the Peripheral Gateway from the Cisco Unified Communications Manager.

Correct Answer: D

QUESTION 2

Exhibit:

Host Name	IP Addresses
CCMPUB	10.87.105.122
CCMSUB1	10.87.105.114
CCMSUB2	10.87.105.115
IPIVR01	10.87.105.123
IPIVR02	10.87.105.124
IPCCPG1A	10.87.105.116
IPCCPG1AP	192.168.4.2
IPCCPG1APH	192.168.4.3
IPCCPG1B	10.87.105.117
IPCCPG1BP	192.168.4.4
IPCCPG1BPH	192.168.4.5

When Cisco Unified ICM Servers need to have Microsoft SQL Server installed, which two Microsoft SQL Server authentication modes are used? (Choose two.)

- A. Microsoft SQL Server authentication mode
- B. Windows authentication mode
- C. Local Machine authentication mode
- D. Mixed authentication mode
- E. Domain authentication mode

Correct Answer: BD

QUESTION 3

Which two tools are required to add a Peripheral Gateway to the Cisco Unified Contact Center Enterprise? (Choose two.)

- A. Cisco Unified ICM Security Account Manager
- B. Cisco Unified ICM Setup utility
- C. Cisco Unified ICM Support tools
- D. Cisco Unified ICM Domain Manager
- E. Peripheral Gateway Explorer tool

Correct Answer: BE

QUESTION 4

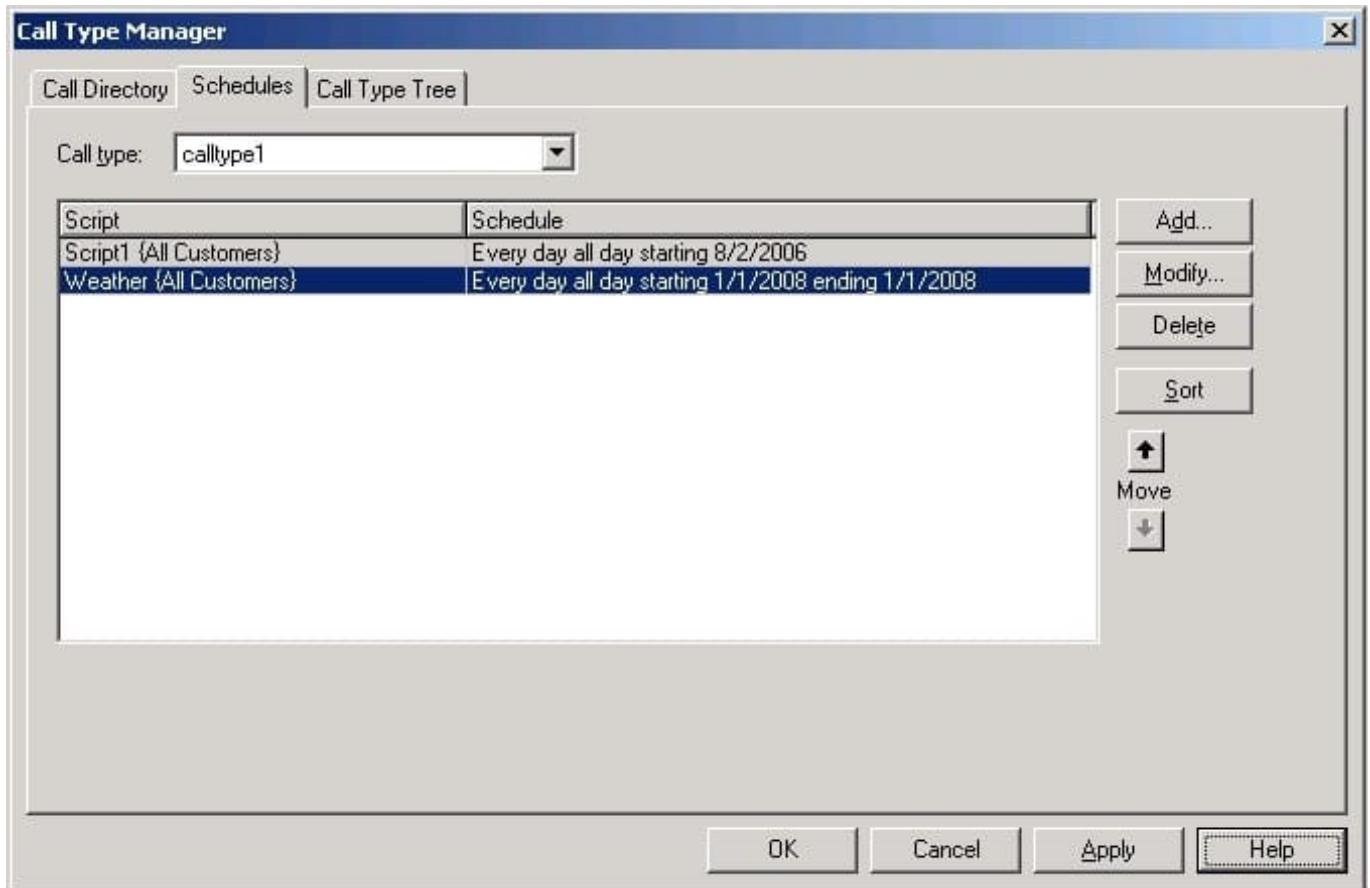
In the Cisco Unified Contact Center Enterprise deployment, what is the correct order to configure a Cisco Unified Communications Manager Peripheral Gateway for use?

- A. Build the agents, create the peripheral in PG Explorer, build the skill groups, associate the agents to the skill groups.
- B. Create the peripheral in PG Explorer, enable sub-skills 1, 2, and 3, build the skill groups, build the agents, associate the agents to the skill groups.
- C. Build the skill groups, build the agents, associate the agents to the skill groups, create the peripheral in PG Explorer, associate the skill groups to the peripheral.
- D. Create the peripheral in PG Explorer, build the agents, build the skill groups, associate the agents to the skill groups.

Correct Answer: D

QUESTION 5

Exhibit: In this Cisco Unified ICM Call Type Manager tool example, given this specific call type and script selection, what script will run on January 1, 2008 and why?



- A. Script1, because it comes first in the ordered list of scripts
- B. Weather, because it is the most specific date range of the scripts loaded
- C. Script1, because it is scheduled to run every day, all day
- D. None of these, as the scripts are not flagged as "Active"

Correct Answer: B

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