

642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

Which is the recommended order of installation for Cisco Unified ICM software components?

- A. Call Router, Logger, first Admin Workstation/Distributor, Peripheral Gateway
- B. First Admin Workstation/Distributor, Call Router, Logger, Peripheral Gateway
- C. Peripheral Gateway, first Admin Workstation/Distributor, Logger, Call Router
- D. Logger, Call Router, Peripheral Gateway, first Admin Workstation/Distributor

Correct Answer: A

QUESTION 2

A Cisco CTI Supervisor Desktop can display real-time statistics for Cisco Unified Contact Center Enterprise agents.

Which item must be configured in ICM Configuration Manager for those statistics to be displayed?

- A. Supervisor script dialed number.
- B. Agent teams.
- C. Agent State Trace must be checked in the Advanced tab of Agent Explorer.
- D. Routes must be created for each agent in Agent Explorer.

Correct Answer: B

QUESTION 3

In order for the Cisco Unified ICM platform to provide reports on all the ICM routed calls handled by agents on their extension, how must the ICM routing script be designed?

- A. Redirect calls using Cisco Unified IP IVR scripts (.aef) while call is in queue.
- B. Redirect calls using ICM transfers to a Cisco Unified Communications Manager hunt group for all the agents.
- C. Redirect calls using the ICM queue to skill group, agent, or select nodes.
- D. Redirect calls using ICM to the agent's second line on their IP Phone with a Direct Label node.

Correct Answer: C

QUESTION 4

In the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, which statement is false?

- A. A duplex IVR PG can be split across the WAN provided there are IP IVRs at each location and they are local to a Cisco Unified Communications Manager subscriber.
- B. Loss of visible connection between Peripheral Gateways will not affect calls if the private network is uninterrupted.
- C. Latency between the IVR and PG cannot exceed 100 ms on the visible network link.
- D. A Cisco Unified IP IVR can communicate to only one side of the duplex Peripheral Gateway pair.

Correct Answer: B

QUESTION 5

The Cisco Unified Contact Center Enterprise solution supports SIP-based trunks and services for inbound calls. In a SIP trunk deployment, which statement is true?

- A. All inbound SIP calls must be delivered as G.711 with no compression.
- B. Cisco requires the Cisco Unified Border Element to act as a Session Border Controller between the carrier SIP trunk and the customer voice network.
- C. Cisco Unified IP IVR requires additional MTP resources in a SIP deployment.
- D. Cisco Unified IP phones must use the SIP protocol, not SCCP, when used with SIP trunk services.

Correct Answer: B

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