642-242 $^{Q\&As}$

Unified Contact Center Enterprise Implementation(UCCEI)

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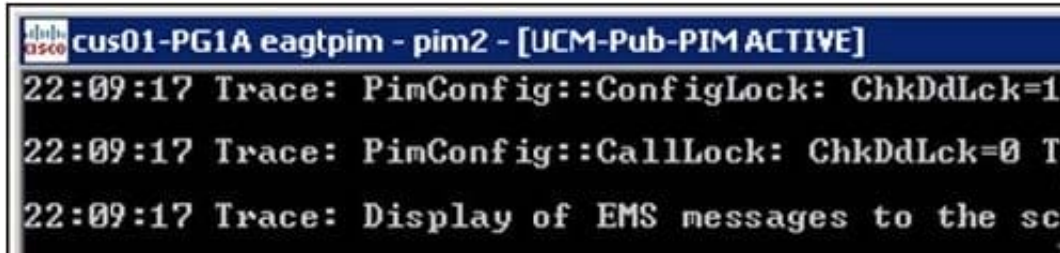
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QUESTION 1

Refer to the exhibit.


```
cus01-PG1A eagtpim - pim2 - [UCM-Pub-PIM ACTIVE]
22:09:17 Trace: PimConfig::ConfigLock: ChkDdLck=1
22:09:17 Trace: PimConfig::CallLock: ChkDdLck=0 T
22:09:17 Trace: Display of EMS messages to the sc
```

The Peripheral Interface Manager on the Agent Peripheral Gateway displays status information in the title bar of the process window.

Which two of the following can you identify from this exhibit? (Choose two.)

A. The Instance Name of this Cisco Unified Contact Center Enterprise deployment is "cus01".

B. The Peripheral Interface Manager process on PG1B is in the ACTIVE state.

C. The JTAPI Gateway process is in an ACTIVE state.

D. The first Peripheral Interface Manager process on this Peripheral Gateway is IDLE.

E. This is not an Agent Peripheral Gateway; it is an Expert Advisor Peripheral Gateway.

Correct Answer: AC

QUESTION 2

What is the purpose of the Call Tracer function of the Cisco Unified ICM Script Editor?

A. to test ingress and egress voice gateways

B. to test ICM scripting logic

C. to test IP IVR scripting logic

D. to provide real-time monitoring of a script

Correct Answer: B

QUESTION 3

In a typical Cisco Unified Contact Center Enterprise parent/child call flow, when a call is routed by the parent ICM to the child site and an agent is no longer available at that child, what are two options that the call may do? (Choose two.)

A. be queued at the child for the next available agent

B. be automatically routed to an error message at the child

C. receive RONA treatment in the child

D. be queued at the parent for an agent at any child site

E. be terminated

Correct Answer: AD

QUESTION 4

In a Cisco Unified Contact Center Enterprise solution, the agent phones are set up with two lines: DN 2XXX as the first line for ACD calls, and DN 3XXX as the second line for private/personal calls.

How could these phones be configured to provide a backup call routing strategy for the agents for maintenance/outages of the UCCE system?

A. Set the Call Forward on Failure for the 2XXX first line to forward the call to the 3XXX second line on the agent phone.

B. Set up call forwarding from first line 2XXX range to second line 3XXX.

C. Create a Cisco Unified Communications Manager hunt group that has the agent phone line in 3XXX range.

D. Set up call forwarding from second line 3XXX range to first line 2XXX.

Correct Answer: C

QUESTION 5

In the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, what is the impact to reporting when an IP IVR fails?

A. None ?Calls are automatically captured by the system and rerouted to another IP IVR.

B. Calls in the IP IVR will be lost and not reported at all in the system.

C. Call data about the call prior to the time spent in the IP IVR will be written to the database.

D. Call data about the call will be written to the database, including time spent in the IP IVR before it failed.

Correct Answer: C

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