

642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

Pass Cisco 642-165 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/642-165.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



QUESTION 1

If you have not configured the database subsystem, what is the status of the database subsystem on the Control Center page of AppAdmin?

- A. partial service
- B. out of service
- C. shutdown
- D. not configured

Correct Answer: D

QUESTION 2

If the Call Redirect step sends a caller to a device that does not exist in the CallManager, which branch of the step is executed?

- A. Busy
- B. Invalid
- C. Successful
- D. Unsuccessful

Correct Answer: B

QUESTION 3

Which tool is used to estimate the hardware server resources that are required for a Cisco Unified CCX deployment?

- A. IPC Resource Calculator
- B. CTI Port Calculator
- C. Cisco Unified Communications Sizing Tool
- D. Cisco Unified CCX Applications Administration

Correct Answer: C

QUESTION 4

Which two features are added when upgrading from Cisco Unified CCX Standard to Enhanced? (Choose two.)

- A. Agent Routing

- B. Historical Reporting
- C. Conditional Routing
- D. Priority Queuing

Correct Answer: AD

QUESTION 5

Which step library is included in the license for Cisco Unified CCX Standard?

- A. ICM steps
- B. email steps
- C. document steps
- D. database steps

Correct Answer: C

QUESTION 6

Which three Cisco Unified Contact Center Express Application Administration tasks may be performed by a supervisor who does not have administrative privilege? (Choose three.)

- A. Delete a resource group.
- B. Remove a skill from a CSQ.
- C. Enable automatic work on a CSQ.
- D. Modify the skill competence level of an agent.
- E. Create a resource.
- F. Delete a skill.

Correct Answer: BCD

QUESTION 7

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

- A. Agent Name
- B. WrapUp Time
- C. Service Level

- D. Overflow CSQ
- E. Automatic Work
- F. CCX Application

Correct Answer: BCE

QUESTION 8

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?

- A. 150
- B. 200
- C. 300
- D. 400

Correct Answer: C

QUESTION 9

In the Expression Editor panel of Cisco Unified CCX Script Editor, what are three reasons to use the Java tab? (Choose three.)

- A. to invoke a specified method of a custom Java class
- B. to reference a variable of a custom Java Object
- C. to pass variables between two different workflows
- D. to create an object for the purpose of executing methods on a remote computer
- E. to get a reference to the Contact and Session states
- F. to allow for arguments to be passed to a specified method

Correct Answer: ABF

QUESTION 10

Which feature is added when upgrading from the Enhanced to Premium Cisco Unified Contact Center Express?

- A. HTTP-based trigger
- B. a wrap-up timer
- C. keystroke macros

- D. supervisory recording
- E. agent-to-agent text chatting

Correct Answer: A

QUESTION 11

What does it mean for a variable in the Application Editor to be defined as a parameter?

- A. The variable can be used to pass data to and from subflows.
- B. The value for that variable can be supplied via Application Configuration in Application Administration.
- C. The value for that variable is defined by the calling application.
- D. The variable can be used in conditional steps.
- E. The variable can be used to pass data to and from VoiceXML applications.

Correct Answer: B

QUESTION 12

What is the maximum number of agents supported on a Cisco Unified Communications Manager Express deployment?

- A. 10 agents
- B. 50 agents
- C. 100 agents
- D. 300 agents

Correct Answer: B

QUESTION 13

Which codec should be selected when a Cisco Unified CCX cluster uses ASR?

- A. G.711
- B. G.723
- C. G.729
- D. Any codec works fine with ASR.

Correct Answer: A

QUESTION 14

Which step can be used to trap runtime script errors and recover gracefully?

- A. Set
- B. Call Subflow
- C. On Exception Goto
- D. Get Reporting Statistic

Correct Answer: C

QUESTION 15

Which three tasks are supported by the Cisco Supervisor Desktop? (Choose three.)

- A. Push a web page to an agent's Cisco Agent Desktop.
- B. Chat with an agent.
- C. Log in an agent.
- D. Change an agent's state to Ready.
- E. Send an email to an agent.

Correct Answer: ABD

[642-165 VCE Dumps](#)

[642-165 Practice Test](#)

[642-165 Braindumps](#)