

# 642-165<sup>Q&As</sup>

Unified Communications Contact Center Express  
Implementation(UCCX)

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## QUESTION 1

Which three tasks can an agent perform using email? (Choose three.)

- A. save the response as a draft
- B. send the response to the supervisor for review
- C. transfer the email to another CSQ
- D. transfer the email to another agent
- E. mark the email as urgent
- F. mark the email as junk

Correct Answer: ABC

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## QUESTION 2

What happens if all CTI ports for the configured Cisco Unified Communications Manager Telephony Group are busy when a new call arrives?

- A. The caller will receive network busy treatment.
- B. The caller will receive ringing treatment.
- C. Cisco Unified Communications Manager will forward the call to the directory number configured for forward-on busy for this CTI Route Point in Cisco Unified Communications Manager.
- D. An exception is raised, but the call is accepted and processed.
- E. Cisco Unified Communications Manager will forward the caller to the directory number configured in Cisco Unified CCX for overflow.

Correct Answer: C

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## 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

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## QUESTION 4

Which two steps check out a database connection from the connection pool? (Choose two.)

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Correct Answer: BC

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## QUESTION 5

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

- A. recording
- B. monitoring
- C. embedded browser
- D. call-control buttons

Correct Answer: D

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## QUESTION 6

A preview outbound dialer uses which source and destination resources?

- A. a CTI port to the customer
- B. the ACD line of the agent to the customer
- C. the personal line of the agent to the customer
- D. a CTI port to the agent, then redirected to the customer

Correct Answer: B

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## QUESTION 7

When a call terminates, which Cisco Unified CCX setting takes precedence over "Automatic Available" to determine the agent's next state?

- A. Automatic Work

- B. Resource Pool selection
- C. Prompt for this CSQ
- D. Service Level settings

Correct Answer: A

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## QUESTION 8

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

- A. Control Center on Cisco Unified Contact Center Express Serviceability
- B. System page on Cisco Unified Contact Center Express Administration
- C. Cisco Desktop Administrator
- D. Cisco Unified Communications Operating System Administration

Correct Answer: A

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## QUESTION 9

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

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## QUESTION 10

In addition to writing information to a trace file, the Cisco Unified CCX system sends standard event logging messages to a syslog server through which service?

- A. SNMP Trap
- B. Alarm
- C. CDP
- D. Win32

Correct Answer: B

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**QUESTION 11**

A Cisco Unified Contact Center Express 7.0 deployment requires support for 20 concurrently logged-in agents. The agents are split across two remote sites, and the high-availability Cisco Unified CCX Engine, Database, VoIP Monitoring, and Recording server processes run at a central data center. The agents will be using CAD with Cisco Unified IP Phone 7960G and end-point monitoring. Very little recording and silent monitoring will be performed, and no historical reporting will be done during call center open hours.

What is the minimum number of Cisco Unified Contact Center Express hardware servers required for this Cisco Unified Contact Center Express deployment?

- A. 1 server
- B. 2 servers
- C. 3 servers
- D. 4 servers
- E. 5 servers

Correct Answer: B

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**QUESTION 12**

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

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**QUESTION 13**

What formula do you use to calculate the number of agents in a Call Center?

- A. Erlang B
- B. Erlang C
- C.  $AHT * BHCA$
- D. VG ports + IVR ports

Correct Answer: B

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## QUESTION 14

In which two ways does remote monitoring allow the monitored call to be selected? (Choose two.)

- A. by agent name
- B. by agent extension
- C. by application ID
- D. by media group ID
- E. by CSQ ID

Correct Answer: BE

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## QUESTION 15

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

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