

642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

In the Cisco Unified Contact Center Enterprise 8.0 solution, what is the proper order to deploy a new Administration and Data Server with HDS?

- A. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to setup the Administration and Data Server options.
- B. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server and setup the Administration and Data Server options.
- C. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server and setup the Administration and Data Server options. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database.
- D. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server and setup the Administration and Data Server options. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done.

Correct Answer: A

QUESTION 2

In a Cisco Unified Contact Center Enterprise design with a Cisco Unified Communications Manager cluster with three nodes:

Publisher (PUB)

Subscriber 1 (Sub1)

Subscriber 2 (Sub2)

For 500 agents with 1:1 redundancy option, PG A and B connect to Sub1 and Sub2 respectively.

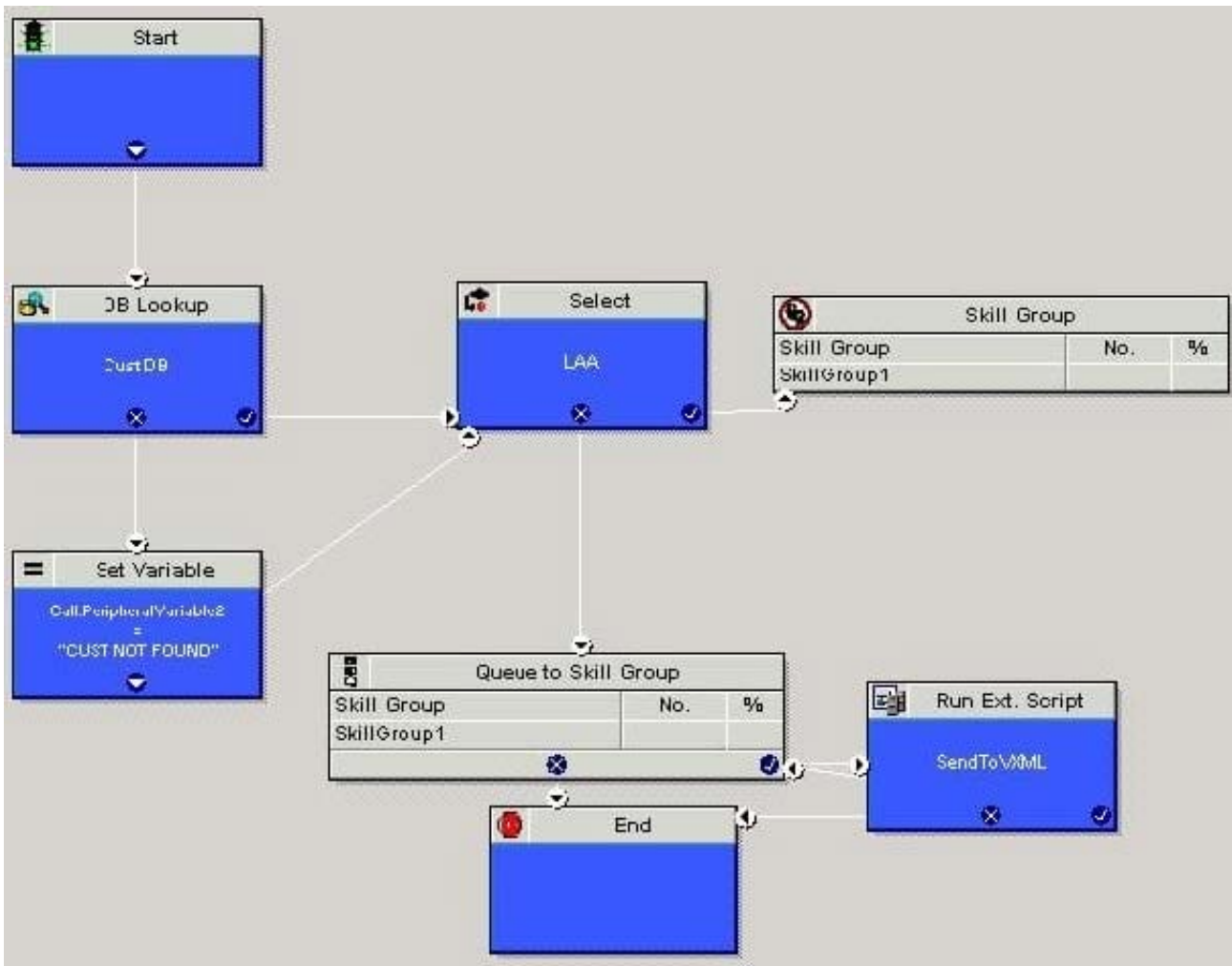
Which is the proper configuration of device pools and the Cisco Unified Communications Manager groups for redundancy?

- A. Device Pool 1 (CCM Group1 - Sub1, Sub2) Device Pool 2 (CCM Group2 - Sub2, Sub1)
- B. Device Pool 1 (CCM Group1 - Pub, Sub1) Device Pool 2 (CCM Group 2 - Pub, Sub2)
- C. Device Pool 1 (CCM Group1 - Sub1, Sub2) Device Pool 2 (CCM Group 2 ?Sub1, Sub2)
- D. Device Pool 1 (CCM Group1 - Pub, Sub2) Device Pool 2 (CCM Group 2 - Pub, Sub1)

Correct Answer: A

QUESTION 3

The Cisco Unified ICM call routing script can access an external database for routing or CTI data. In this script, the DB Lookup node is used to access a CustDB to look up the customer by the caller entered digits associated with the call.



What will this script do if the caller entered digits are invalid?

- A. The DB Lookup node will be ignored and pass control to the Select node, with the database values left empty because the value was invalid.
- B. The DB Lookup node will fail and the SET node will be used to set Call Variable 2 to "Customer Not Found".
- C. The DB Lookup node will find the first row in the table, which is set to have the customer name as "INVALID DATA".
- D. The DB Lookup node will fail and the SET node will be used to set Call Variable 2 to "Customer Not Found," but only if the Call Variable 2 is not already set for this call.

Correct Answer: B

QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, what is the proper order of steps to create translation routes for the Cisco Unified IP IVR?

A. Create the Translation Routes in the Cisco Unified Contact Center Enterprise Translation Route Wizard. Configure the Translation Routing Application in Cisco Unified IP IVR. Configure the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR to build the Translation Route CTI ports. Add new CTI route points for the Translation Routing Application in Cisco Unified IP IVR. Associate CTI ports for the Translation Routing Application using the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR. Create Network Trunk Groups for the Cisco Unified Communications Manager peripheral and the Cisco Unified IP IVR peripheral in the Cisco Unified Contact Center Enterprise Configuration Manager tool. Create Dialed Numbers in the Cisco Unified Contact Center Enterprise Configuration Manager tool for the Translation Route CTI route points.

B. Configure the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR to build the Translation Route CTI ports. Configure the Translation Routing Application in Cisco Unified IP IVR. Add new CTI route points for the Translation Routing Application in Cisco Unified IP IVR. Associate the CTI ports for the Translation Routing Application using the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR. Create Network Trunk Groups for the Cisco Unified Communications Manager peripheral and the Cisco Unified IP IVR peripheral in the Cisco Unified Contact Center Enterprise Configuration Manager tool. Create Dialed Numbers in the Cisco Unified Contact Center Enterprise Configuration Manager tool for the Translation Route CTI route points. Create Translation Routes in the Cisco Unified Contact Center Enterprise Translation Route Wizard.

C. Configure the Translation Routing Application in Cisco Unified IP IVR. Create the Translation Routes in the Cisco Unified Contact Center Enterprise Translation Routing Wizard. Configure the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR to build the Translation Route CTI ports. Create Dialed Numbers in the Cisco Unified Contact Center Enterprise Configuration Manager tool for the Translation Route CTI route points. Associate the CTI ports for the Translation Routing Application using the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR. Add new CTI route points for the Translation Routing Application in Cisco Unified IP IVR. Create Network Trunk Groups for the Cisco Unified Communications Manager peripheral and the Cisco Unified IP IVR peripheral in the Cisco Unified Contact Center Enterprise Configuration Manager tool.

D. Configure the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR to build the Translation Route CTI ports. Create the Translation Routes in the Cisco Unified Contact Center Enterprise Translation Route Wizard. Associate the CTI ports for the Translation Routing Application using the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR. Add new CTI route points for the Translation Routing Application in Cisco Unified IP IVR. Create Dialed Numbers in the Cisco Unified Contact Center Enterprise Configuration Manager tool for the Translation Route CTI route points. Configure the Translation Routing Application in Cisco Unified IP IVR. Create Network Trunk Groups for the Cisco Unified Communications Manager peripheral and the Cisco Unified IP IVR peripheral in the Cisco Unified Contact Center Enterprise Configuration Manager tool.

Correct Answer: B

QUESTION 5

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 6

Refer to the exhibit.

The screenshot shows the Cisco Unified CM Administration web interface. At the top, there is a navigation menu with options: System, Call Routing, Media Resources, Voice Mail, and Device. The main heading is "Application User Configuration". Below this, there are action buttons: Save, Delete (with a red X), Copy, and Add New (with a plus sign). The configuration is divided into two sections: "Application User Information" and "Device Information".

Application User Information

- User ID*: jtapiuser_1
- Password: [Redacted]
- Confirm Password: [Redacted]
- Digest Credentials: [Redacted]
- Confirm Digest Credentials: [Redacted]
- Presence Group*: Standard Presence group
- Accept Presence Subscription
- Accept Out-of-dialog REFER
- Accept Unsolicited Notification
- Accept Replaces Header

Device Information

Available Devices	00 AATest AATestASR CTIP_4003 CTIP_4005
Controlled Devices	CTIP_3101 CTIP_3102 CTIP_3103 CTIP_3104 CTIP_3105

Which the following is true based on this Cisco Unified Communications Manager Application User Configuration information?

- A. The CTI ports "CTIP_4003" and "CTIP_3101" are not monitored by this application user.
- B. The User ID "jtapiuser_1" is the default ID for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway user.
- C. The password is invalid because the password field only accepts 32 characters.
- D. The "AATestASR" device is not monitored by this application user.

Correct Answer: D

QUESTION 7

When configuring a Cisco Unified Communications Manager dial plan to allow for dialing 911 or placing other emergency calls, where should Urgent Priority be checked off in?

- A. route pattern
- B. route list
- C. route group
- D. calling search space

Correct Answer: A

QUESTION 8

When configuring the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, how is the return on no answer configured for agents?

- A. in Cisco Unified Communications Manager as a Forward on No Answer setting
- B. in Cisco Unified ICM PG Explorer as a Peripheral Configuration Parameter
- C. in Cisco Unified ICM agent desk settings
- D. in the Cisco Unified IP IVR Queue Loop

Correct Answer: C

QUESTION 9

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 10

When creating a new call routing script in the Cisco ICM Script Editor, what two steps must be included? (Choose two.)

- A. Run the Script Monitor mode to ensure the script functions properly.
- B. Validate the script to ensure there are no errors.
- C. Delete the prior script version to maintain less than 10 active script revisions.
- D. Schedule the script using Call Type Manager.
- E. Save the script and activate it in Script Editor.
- F. Create a matching VRU script name for the script in ICM.

Correct Answer: BE

QUESTION 11

In the Cisco Unified Contact Center Enterprise solution, the same object is configured in multiple components.

ICM		CCM		IP IVR
Dialed Number	↔	1	↔	None
Trunk Group	↔	CTI Port	↔	2
3	↔	CTI Route Point (IP IVR)	↔	JTAPI Trigger

Choose the correct set of matching terms that fill in the missing object names in each component.

- A. 1 = CTI route point 2 = JTAPI call control group 3 = DNIS (temporary label)
- B. 1 = CTI route point 2 = None 3 = DNIS (temporary label)
- C. 1 = CTI port 2 = JTAPI call control group 3 = CTI route point
- D. 1 = CTI route point 2 = JTAPI call control group 3 = None

Correct Answer: A

QUESTION 12

The Cisco Unified ICM Call Type Manager is accessed from the ICM Script Editor.

Which two options are purposes of the Call Type Manager? (Choose two.)

- A. to schedule a routing script
- B. to schedule an administrative script
- C. to create a dialed number mapping to a call type
- D. to determine what call type data is available for reporting
- E. to map caller entered digits to the call type

Correct Answer: AC

QUESTION 13

In the Cisco Unified Contact Center Enterprise solution, what is a dialed number associated with in the ICM configuration database?

- A. an agent phone
- B. an IP IVR port
- C. a routing client
- D. a device target

Correct Answer: C

QUESTION 14

Which is the correct installation order for the Cisco Agent Desktop in a Cisco Unified Contact Center Enterprise solution?

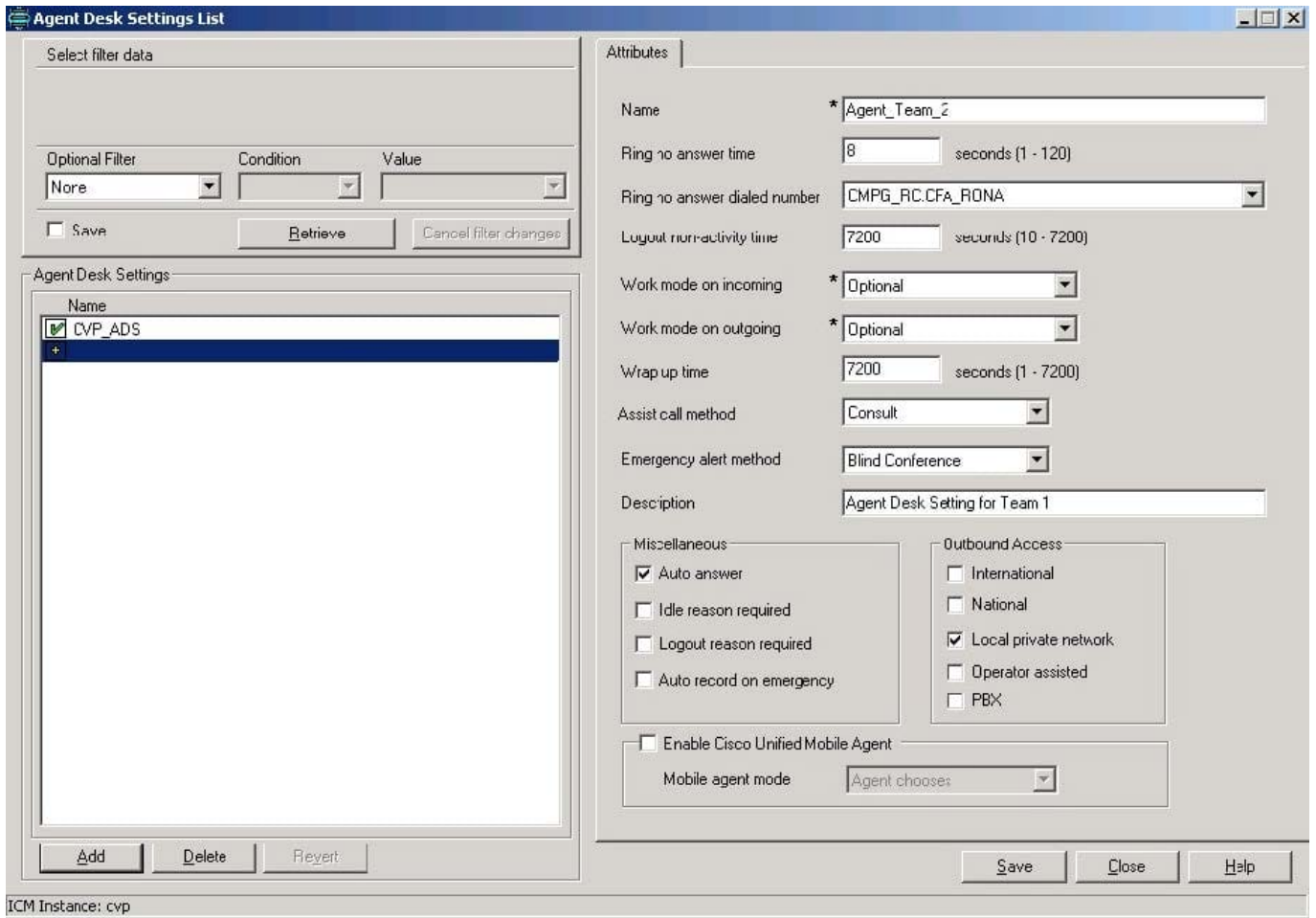
- A. Cisco Agent Desktop server; Cisco Agent Desktop administrator; Cisco Unified Communications Manager Peripheral Gateway; CTI/OS Server; CTI Server; Cisco Agent Desktop agent
- B. Cisco Agent Desktop administrator; Cisco Unified Communications Manager Peripheral Gateway; CTI/OS Server; CTI Server; Cisco Agent Desktop server; Cisco Agent Desktop agent
- C. Cisco Unified Communications Manager Peripheral Gateway; CTI Server; CTI/OS Server; Cisco Agent Desktop server; Cisco Agent Desktop administrator; Cisco Agent Desktop agent

D. Cisco Unified Communications Manager Peripheral Gateway; Cisco Agent Desktop administrator; CTI Server; CTI/OS Server; Cisco Agent Desktop server; Cisco Agent Desktop agent

Correct Answer: C

QUESTION 15

In the Cisco Unified Contact Center Enterprise, using the CTI OS Desktop there is a standard button for "Emergency Assist," which will find the team supervisor and bring them into the call.



Using the Agent Desk Settings above, how is the supervisor brought into the call?

- A. The supervisor will get a conference call from the agent, with just the agent first, then they can join the caller, and a CTI message will be sent to the call recording system to record this call.
- B. The supervisor will be joined into a conference with the agent and caller automatically, and a CTI message will be sent to the call recording system to record this call.
- C. The supervisor will be joined to a conference with the caller and the agent will be dropped from the call once the supervisor is connected, and a CTI message will be sent to the call recording system to record this call.
- D. The agent will have to manually consult the supervisor on their second line of the Cisco IP Phone, and a CTI message will be sent to the call recording system to record this call once the supervisor is on the line.

Correct Answer: B

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