

642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

When configuring an agent device target in the Cisco Unified Contact Center Enterprise, what is the correct format for the entry?

- A. in the Config Parameter setting, /devtype 7960 /dn 9991213333, where 9991213333 is the agent extension
- B. in the Config Parameter setting, /devtype CiscoPhone and the agent extension in the Global Address setting
- C. in the Config Parameter setting, /devtype CiscoPhone /dn 9991213333, where 9991213333 is the agent phone extension
- D. in the Config Parameter setting, /devtype 7960 /dn 999121000 /ext 3333 where the number to reach the agent site is 999121000, and the agent extension is 3333

Correct Answer: C

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

When configuring the Cisco Unified Communications Manager PIM on the ICM Peripheral Gateway, the Service field contains a Host name.

What must also be configured?

- A. The User ID must not be blank.
- B. The Service / Host name must be in the local machine Host file.
- C. The Peripheral name must be the same as the Service / Host name.
- D. The Password must be the same as the Service / Host name.

Correct Answer: A

QUESTION 4

Which two options must be installed and configured for the Cisco ICM Central Controller to be active? (Choose two.)

- A. ICM Logger / Database server
- B. WebView server
- C. Application Gateway
- D. Historical Database Server
- E. ICM Call Router A
- F. Peripheral Gateway

Correct Answer: AE

QUESTION 5

Media termination points in Cisco Unified Communications Manager provide media services such as call hold and call transfer for a call routed to an H.323 endpoint.

To configure an MTP resource, which two items must be configured? (Choose two.)

- A. MTP type
- B. MAC address
- C. media routing domain
- D. device pool
- E. location

Correct Answer: AD

QUESTION 6

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 7

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 8

A default label can be configured for a dialed number in the Cisco Unified ICM Configuration Manager.

This default label is used under which two circumstances? (Choose two.)

- A. It is the default and is used in all situations.
- B. If a target cannot be determined within the timeout threshold of the routing client.
- C. If an ICM routing script reaches an End node without having produced a target.
- D. If a RONA event occurs when attempting to deliver a call to an agent.

E. If an agent call fails due to call admission control.

Correct Answer: BC

QUESTION 9

Refer to the exhibit. This is the setup of the Cisco Unified Communications Manager Telephony Call Control Group.

Which two of the following is true based on this configuration? (Choose two.)

A. Callers will be unable to use keypad digits to enter numbers on these CTI ports because the Media Termination Support radio button has "No" selected.

B. The trunk group number must be defined as "112" in the Cisco Unified Contact Center Enterprise Configuration Manager tool.

C. The Device Name for the CTI ports of this group in Cisco Unified Communications Manager will be named "xxxx_CTIP" where "xxxx" is the CTI port number.

D. There are five CTI ports that begin with port number "3101" for this group in Cisco Unified Communications Manager.

E. No calls will be routed to these CTI ports because the DN Calling Search Space is set to "None".

Correct Answer: BD

QUESTION 10

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 11

In the Cisco Unified Contact Center Enterprise solution, calls can be routed directly to agents.

The screenshot shows a script flow on the left and the 'Agent to Agent Properties' dialog box on the right.

Script Flow:

- Start
- Agent to Agent (CM_GENPG_1)
- Select (LAA)
- Queue to Skill Group (Skill Group: SkillGroup1, No. %, %)
- End
- Run Ext. Script (SendToVXML)

Agent to Agent Properties Dialog Box:

- Agent to Agent | Comment | Connection Labels
- Select agent by: Peripheral number
- Peripheral: CM_GENPG_1
- Agent: peripheral number expression: Call CallerEnteredDigits
- Formula Editor...
- ☒ Node fails if agent is unavailable
- OK, Cancel, Help

In this script and agent-to-agent node, how is the agent selected?

- A. The requested agent's name is stored in the Caller Entered Digits field for the call, and the system will select the agent by name.
- B. The requested agent's login ID (number) is stored in the Caller Entered Digits field for the call, and the system will select the agent by number.
- C. The requested agent must be logged in for the system to select that agent from Skill Group 1.
- D. The script is not valid, because the call is not at an agent, so the agent-to-agent node cannot be used.

Correct Answer: B

QUESTION 12

Exhibit:

Host Name	IP Addresses
CCMPUB	10.87.105.122
CCMSUB1	10.87.105.114
CCMSUB2	10.87.105.115
IPIVR01	10.87.105.123
IPIVR02	10.87.105.124
IPCCPG1A	10.87.105.116
IPCCPG1AP	192.168.4.2
IPCCPG1APH	192.168.4.3
IPCCPG1B	10.87.105.117
IPCCPG1BP	192.168.4.4
IPCCPG1BPH	192.168.4.5

When Cisco Unified ICM Servers need to have Microsoft SQL Server installed, which two Microsoft SQL Server authentication modes are used? (Choose two.)

- A. Microsoft SQL Server authentication mode
- B. Windows authentication mode
- C. Local Machine authentication mode
- D. Mixed authentication mode
- E. Domain authentication mode

Correct Answer: BD

QUESTION 13

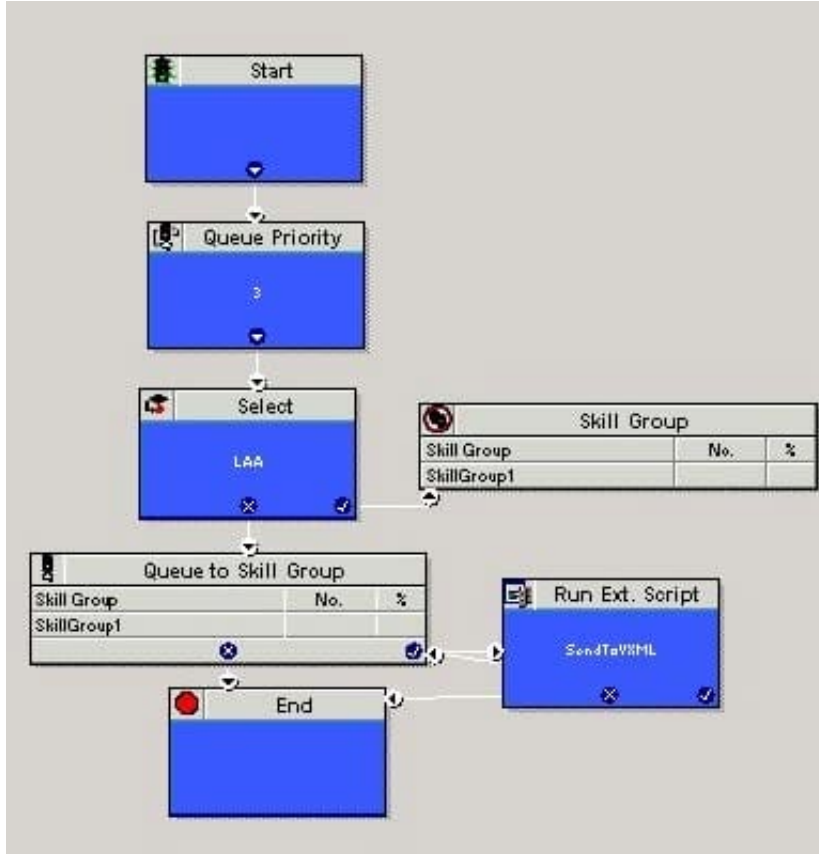
In the Cisco Unified Contact Center Enterprise Outbound Option, how are records to dial input into the Campaign Manager tool?

- A. The Outbound Import rule defines an ODBC connection to an external database to pull contact records to dial.
- B. Contact records can be imported only once per campaign via Microsoft Excel Spreadsheet.
- C. Contact records are provided in flat files on the Logger A machine for import.
- D. Users can manually enter contacts to dial in the Campaign Manager Contacts List tool.

Correct Answer: C

QUESTION 14

The Cisco Unified Contact Center Enterprise can queue calls at different queue priorities.



In this sample script, at what priority will the call be queued?

- A. Three (3) ?As set in the Queue Priority node.
- B. Five (5) ?The default for the Queue to Skill Group node, unless it was set otherwise.
- C. None, as queue priority only is used when more than one skill group is used in the Queue to Skill.
- D. It depends, as each call hitting the script will reset the priority for all calls when the Queue Priority node is executed.

Correct Answer: B

QUESTION 15

In order to run the setup program for a Cisco Unified ICM Server, what are the minimum permissions that must be granted to a user?

- A. domain admin, read write
- B. local user, read only

- C. SQL admin, read write
- D. local admin, read write
- E. domain admin, read only
- F. ICM admin, read write

Correct Answer: D

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