Cisco 642-164

642-164 Unified Communications Contact Center Express (UCCX)

Practice Test

Version 1.2

QUESTION NO: 1

Where do you enable the CRS engine?

A. Publisher Activation page
B. Component Activation page
C. Cluster Setup page
D. Server Setup page

Answer: B

QUESTION NO: 2

When a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

A. Timeout
B. SQL Error
C. Successful
D. Connection Not Available

Answer: C

QUESTION NO: 3

What three tasks are required to add a CRS application? (Choose three.)

A. create a trigger
B. create an application
C. restart the CRS engine
D. upload script to repository
E. configure default session timeout

Answer: A,B,D

QUESTION NO: 4

CiscoWorks IP Telephony Environment Monitor (ITEM) provides what two serviceability capabilities? (Choose two.)

A. Tool to collectsyslog messages from multiple sources
B. User Tracking to track IP telephones

C. Diagnostic trace tools to analyze connectivity

D. Monitoring of Cisco voice elements

E. Problem alerts for operations personnel

Answer: D,E

QUESTION NO: 5

When would the Cisco Supervisor Desktop fail to show an agent that is logged in?

A. The agent is not ready.

B. The agent is not on a call.

C. The agent is an IP phone agent.

D. The agent is not in the team currently being viewed by the supervisor.

Answer: D

QUESTION NO: 6

Where are CTI route points added or configured for Cisco Unified Contact Center Express?

A. Cisco UnifiedCallManager Device Configuration

B. Cisco UnifiedContact Center Express Directory Management

C. Cisco Supervisor Desktop

D. Cisco CRS Administration, JTAPI Trigger Creation

E. Cisco UnifiedContact Center Express Media Subsystem

Answer: D

QUESTION NO: 7

What is a benefit of using subflows?

A. decreases the amount of flows

B. collects information about callers to agents

C. creates a framework for CRS Server status reporting

D. decreases latency through increased bandwidth on CRS Server

E. provides more efficient management of flows that are called by multiple other flows

Answer: E

QUESTION NO: 8

What formula do you use to calculate the number of Voice Gateway ports?

A. Erlang A
B. Erlang B
C. Erlang C
D. IVR ports + agent phones

Answer: B

QUESTION NO: 9

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

A. resources
B. Skill Groups
C. Resource Groups
D. competence levels

Answer: A

QUESTION NO: 10

When using the Call Subflow step, can variables be shared between the parent (calling) flow and the subflow?

A. NO.
B. Yes.
C. Yes, but they must be manually passed via input and output mapping.
D. Yes, but they must be manually created in both flows and have the same name.

Answer: C

QUESTION NO: 11

Which agent will be selected when the Resource Selection Criteria is set to circular routing?

A. the agent who has been in the Available state for the longest amount of time
B. the next available agent with the highest priority, as determined by the agent order in the Resources list
C. the next available agent, based on the last agent selected and the agent order in the Resources list

D. the agent assigned to the selected Resource Group and is thus qualified to be selected

Answer: C

QUESTION NO: 12

Which phone type has the following support matrix for Cisco Unified Contact Center Express?

version 4.0 unsupported
version 4.5 supported
version 5.0 supported

A. SIP
B. H.323
C. MGCP
D. SCCP

Answer: A

QUESTION NO: 13

What types of orders are exempt from using the IPCC Express Configuration and Ordering Tool?

A. orders forcoresident deployments
B. orders for adding more seats
C. orders for upgrading from standard
D. orders with less than five seats
E. all orders require using the IPCC Express Configuration and Ordering Tool

Answer: E

QUESTION NO: 14

What can help expose problems with script logic or validity by simulating the execution of a script?

A. Alarm and Trace Configuration
B. debug session
C. script validation
D. script refresh

Answer: B

CERTKILL

QUESTION NO: 15

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

A. Automatic Work
B. AutomaticWrapUp
C. Prompt for this CSQ
D. Service Level settings
E. Resource Pool selection

Answer: A

QUESTION NO: 16

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

A. sending email
B. a wrap-up timer
C. keystroke macros
D. supervisory recording
E. agent-to-agent text chatting

Answer: A

QUESTION NO: 17

Which criterion can be used to control the actions of supervisor workflows?

A. average talk duration
B. number of agents logged in
C. number of calls abandoned
D. duration of oldest call in queue

Answer: D

QUESTION NO: 18