

# Cisco

# Exam 642-165

# **Unified Communications Contact Center Express Implementation**

Version: 12.0

[ Total Questions: 74 ]

## **Question No:1**

What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco Unified Communications Manager?

- **A.** 50
- **B.** 150
- **C.** 300
- **D.** 400

**Answer: C** 

#### **Question No: 2**

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

**Answer: C** 

#### **Question No: 3**

Which three statements describe the importing of contacts into a Cisco Unified Contact Center Express campaign? (Choose three.)

- **A.** Phone1 is the only mandatory field.
- **B.** Up to three custom fields can be added.
- C. List filtering for "Do Not Call" is unsupported.
- **D.** When records have matching phone numbers, only one record is created.
- **E.** Imports can be automatically executed on a weekly basis.

Answer: A,C,D

#### **Question No: 4**



#### Cisco 642-165 : Practice Test

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

- A. Contact Service Queue
- **B.** Skill Groups
- C. Resource Groups
- D. competence levels

**Answer: A** 

#### **Question No:5**

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

**Answer: A** 

#### **Question No: 6**

Which three tasks are supported by the Cisco Unified CCX editor? (Choose three.)

- **A.** Perform reactive debugging without connecting to the Cisco Unified CCX cluster.
- **B.** Save a script in repository.
- C. Insert breakpoints in a script.
- D. Create final variables.
- **E.** Export a script to XML format.

Answer: B,C,D

## **Question No:7**

Which two items are automatically installed on the Cisco Unified CCX server by the Cisco

# Cisco 642-165 : Practice Test

Unified Contact Center Express Installer? (Choose two.)

- A. IVR System Prompts
- B. Cisco Supervisor Desktop
- C. Unified Communications Operating System
- D. Cisco Unified Communications Manager
- E. Workforce Management

**Answer: A,C** 

#### **Question No:8**

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

**Answer: A** 

# **Question No:9**

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.

Answer: B,C,D

**Question No: 10** 



#### Cisco 642-165 : Practice Test

With which product is Cisco Unified CCX integrated in order to allow an agent to chat with an SME using CAD?

- A. Cisco Unified Presence
- B. IP Phone Messenger
- C. Webex Connect
- D. Microsoft Office Communicator

**Answer: A** 

## **Question No: 11**

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

**Answer: B** 

#### **Question No: 12**

Which interface do the Cisco Unified Communications Manager and Cisco Unified CCX use for call control?

- A. AXL
- B. HTTP
- C. LDAP
- D. JTAPI

**Answer: D** 

# **Question No: 13**

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express