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CRM Express Integration

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QUESTION NO: 1

What Microsoft CRM files does the Cisco CRM Communications Connector update to add the Click to Dial customization buttons to the CRM customer contact records? (Choose two.)

- A. clicktodial.config
- B. clientconfig.cfg
- C. outlookclient.xml
- D. globalconfig.xml
- E. isv.config

Answer: C,E

QUESTION NO: 2

How do you configure the Cisco CRM Communications Connector to recognize internal extensions?

- A. Use the Administration Configuration utility on the client to select enable extension processing and enter the number of digits for internal extensions.
- B. Do nothing; it recognizes internal extensions automatically.
- C. Use the extension configuration wizard.
- D. Use the Administration Configuration utility on the server to select enable extension processing and enter the number of digits for internal extensions.

Answer: D

QUESTION NO: 3

What information configures TAPI on the CRM client PC? (Choose two.)

- A. mac-address 000D.288E.414E
- B. type 7960
- C. Stevens
- D. Alpha1

Answer: C,D

QUESTION NO: 4

Select the answer that best describes the role of the Cisco CRM Communications Connector within the solution.

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- A. middleware application that provides productivity enhancement features by integrating CiscoCallManager Express and Microsoft CRM
 - B. acts as the interface and data store for the customer records database
 - C. performs incoming call queuing and call routing component to perform screen pops
 - D. stores customer records and causes the Microsoft CRM users PC to pop the associated customer record

Answer: A

QUESTION NO: 5

What answer best describes the role of the Cisco TAPI service provider on the CallManager Express?

- A. receives TAPI messages from the Microsoft CRM server so that it can pop the associated customer record
- B. sends TAPI messages to the IP phone so that it can pop the associated customer record
- C. sends TAPI messages to the Microsoft CRM server so it can pop the associated customer record
- D. increases lookup time of queries sent to the SQL server

Answer: C

QUESTION NO: 6

Select the three statements that correctly describe the Call Association feature provided by the Cisco CRM Communications Connector? (Choose three.)

- A. supports multiple matched numbers for a customer record
- B. allows organizations to associate incoming or outgoing calls with a customer record, manually or automatically
- C. supports associating the incoming call to the proper Customer Service representative automatically
- D. automatically associates the incoming call to the assigned Microsoft CRM user
- E. automatically associates an incoming call to an open sales order record
- F. intelligently matches incoming calls from large corporations or other customers, using a calling number mask

Answer: A,B,F

QUESTION NO: 7

Refer to the exhibit. You are troubleshooting the Cisco CRM Communications Connector application on a client PC and you notice that the call duration is not saved as a note in the phone activity record. Select the answer that best identifies why this feature is not working.

```
LINE_APPNEWCALL
callID=65655
LINE_CALLSTATE
LINECALLSTATE_UNKNOWN
LINE_CALLSTATE
LINECALLSTATE_RINGBACK
LINE_CALLINFO
CallerID='1000'
LINECALLSTATE_CONNECTED
LINE_CALLSTATE
LINE_CALLSTATE
LINECALLSTATE_IDLE
LINE_CALLSTATE
LINECALLSTATE_IDLE ActualTests
LINE_CALLINFO
```

- A. LINECALLINFO_CLOSED message is missing
- B. LINE_TERMINATED message is missing
- C. LINCALLSTATE_DISCONNECTED message is missing
- D. LINE_CALLSTATE_UNKNOWN shows that the state of the call is unknown therefore the call duration cannot be tracked

Answer: C

QUESTION NO: 8

Identify the four types of information stored within the phone call record when the Cisco CRM Communications Connector is enabled. (Choose four.)

- A. tracks the cost of the call to the customer
- B. incoming caller's credit line
- C. duration of the phone call
- D. call initiator
- E. direction of call
- F. phone call duration