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642-162

IP Contact Center Express Implementation
Exam

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QUESTION NO: 1

Which two items does the Cisco CRS 4.5 Installer always install on the system? (Choose two.)

- A. Cisco UnifiedCallManager
- B. Java plug-in
- C. Cisco UnifiedCallManager BARS Utility
- D. SQL 2K Server

Answer: B,C

QUESTION NO: 2

What are the components of the JTAPI Subsystem? (Choose three.)

- A. call control groups
- B. RM provider
- C. trigger
- D. CTI ports
- E. provider
- F. CMT Dialog Control Group

Answer: A,C,E

QUESTION NO: 3

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

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

Answer: D

QUESTION NO: 4

Which two steps check out a database connection from the connection pool? (Choose two.)

- A. DB Get
- B. DB Release

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- C. DB Write
 - D. DB Read

Answer: C,D

QUESTION NO: 5

Which three Cisco CRS upgrade paths are supported? (Choose three.)

- A. Cisco CRS 2.2 to Cisco CRS 3.5
- B. Cisco CRS 3.1 to Cisco CRS 4.0
- C. Cisco CRS 2.2 to Cisco CRS 4.0
- D. Cisco CRS 4.0 to Cisco CRS 4.5
- E. Cisco CRS 4.0 to Cisco CRS 3.0
- F. Cisco CRS 3.5 to Cisco CRS 4.0

Answer: A,B,F

QUESTION NO: 6

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

- A. The agent is an IP phone agent.
- B. The agent is not in the team currently being viewed by the supervisor.
- C. The agent is not on a call.
- D. The agent is not ready.

Answer: B

QUESTION NO: 7

What does it mean for a variable in the Application Editor to be defined as a parameter?

- A. The value for that variable can be supplied via Application Configuration in Application Administration.
- B. The variable can be used in conditional steps.
- C. The variable can be used to pass data to and from subflows.
- D. The value for that variable is defined by the calling application.
- E. The variable can be used to pass data to and from VoiceXML applications.

Answer: A

QUESTION NO: 8

Which feature is added when upgrading from IPCC Express Standard to Enhanced?

- A. WrapUp timer
- B. text chat
- C. WrapUp State
- D. competency-based routing
- E. Log Out/Not Ready reason codes

Answer: D

QUESTION NO: 9

In CRS Administration, when you add a JTAPI Call Control Group, what is created on the Cisco CallManager?

- A. CTI Route Points and directory numbers
- B. CTI ports
- C. CallManager Call Control Group
- D. CRS Call Control Group
- E. CRS JTAPI User
- F. CRS CTI Route Point

Answer: B

QUESTION NO: 10

What is the maximum number of CTI ports for a Cisco Unified Contact Center Express 4.0 Standard deployment?

- A. varies based on the number of expansion servers used
- B. 300
- C. 200
- D. varies based on the number of applications configured
- E. 150

Answer: B