

ISLEVER

642-164

Unified Communications Contact Center
Express.(UCCX)

DEMO

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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

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- 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