Pass4sure Cisco 642-165 UCCX Q&As

Unified Communications Contact Center Express Implementation **Exam Number:** 642-165 **Associated Certifications:** Cisco IP Contact Center Express Specialist **Duration:** 75 minutes (55-65 questions) **Available Languages:** English   QUESTION 1   What happens if all CTI ports for the configured CTI Port Group are busy when a new call arrives?   A.CallManager will forward the call to the directory number configured for forward-on busy for this CTI Route Point in CallManager.   B.Caller will receive ringing treatment.   C.An exception is raised, but the call is accepted and processed.   D.Caller will receive network busy treatment. E.CallManager will forward the caller to the directory number configured in IPCC Express for overflow.   Answer: A QUESTION 2   Which agent will be selected when the Resource Selection Criteria is set to circular routing?   A.the next available agent, based on the last agent selected and the agent order in the Resources list   B.the agent who has been in the Available state for the longest amount of time   C.the next available agent with the highest priority, as determined by the agent order in the Resources list   D.the agent assigned to the selected Resource Group and is thus qualified to be selected   Answer: A   QUESTION 3 Which two Customer Response Solution deployment scenarios are valid for Cisco Unified Communications? (Choose two.) A.Contact Center Express communication with ICM via a co-resident PG   B.Contact Center Express using the Enterprise CTI-OS toolkit   C.IP IVR integrating with the Enterprise version to function as a queue point and self-service platform   D.Contact Center Express communicating with ICM via a standalone PG on an expansion server   E.Contact Center Express using the Enterprise Outbound option   Answer: AC   QUESTION 4   In CRS Administration, what is created on the Communications Manager when you add a Unified CM Telephony group?   A.CRS CTI Route Point   B.CTI Ports   C.CRS Call Control Group D.Communications Manager Call Control Group   Answer: B   QUESTION 5   Where do you enable the CRS engine? A.Cluster Setup page   B.Server Setup page   C.Publisher Activation page   D.Component Activation page   Answer: D QUESTION 6   What is the main function of the CRS Editor?   A.remotely manages the LDAP Directory   B.creates CRS Engine reports   C.creates application scripts for call flows   D.manages the CRS Server   Answer: C   QUESTION 7   In Cisco Unified Contact Center Express, where is wrap-up data enabled?   A.in CSQ configuration on Application Administration   B. in workflow groups on Cisco Desktop Administrator   C. in the Cisco Supervisor Desktop   D. in resource configuration on Application Administration   Answer: B   QUESTION 8   Which three feature enhancements are included in Cisco Unified Contact Center Express 5.0 Supervisor Desktop? (Choose three.)   A.dockable windows   B.graphical reports   C.multi-tab browsers   E.URLpush to agents   Answer: ABD   QUESTION 9   What is a benefit of using sub flows?   A.creates a framework for CRS Server status reporting   B.decreases latency through increased bandwidth on CRS Server   C.collects information about callers to agents   D.decreases the amount of flows   E.provides more efficient management of flows that are called by multiple other flows   Answer: E   QUESTION 10   In the CRS Application Editor, where do you start the debugger?   A.Toolbar B.Step palette   C.Variable window   D.Design window   Answer: A   Download   **[This hidden password content is only available for our VIP member. Become VIP Member NOW**