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Exam : **642-242**

Title : Unified Contact Center Enterprise Implementation(UCCEI)

Version : Demo

1.In the Cisco Unified Contact Center Enterprise solution, how are CTI route points and CTI ports created in the Unified IP IVR 4.0(x)?
A. CTI route points and CTI ports are created and associated to the IP IVR user in Cisco Unified Communications Manager Administration prior to configuring the CTI route points in the IP IVR in the CRS Administration menu.
B. CTI route points and CTI ports are created from the CRS Administration menu. The CRS Administration will automatically create and associate the CTI route points and CTI ports in Unified Communications Manager.
C. CTI route points and CTI ports are created from the CRS Administration first and then the CTI route points and CTI ports are associated to the correct user using Unified Communications Manager Administration manually.
D. CTI route points and CTI ports can either be created from the CRS Administration menu or from the Cisco Unified Communications Manager Administration as long as the CTI route points and CTI ports are associated to the correct IP IVR user profile.
Answer: B

2.There are 20 agents in the Sales skill group and 10 agents in the Customer Service skill group. All agents are currently busy handling customer calls. All agents are also members of both the Sales and Customer Service skill groups. Sales has 10 calls in queue, each with a priority of 5, and two calls in queue with a priority of 4. Customer Service has five calls in queue, each with a priority of 3.
Which type of call will be delivered to the next available agent?
A. The next available agent will receive the longest queued Sales call with a priority of 5.
B. The next available agent will receive the longest queued Sales call with a priority of 4.
C. The next available agent will receive the longest queued Customer Service call with a priority of 5.
D. The next available agent will receive the longest queued Customer Service call with a priority of 3.
E. The next available agent will receive the call with the longest queued duration.
F. The next available agent will receive the Customer Service call with a priority of 3.
Answer: D

3.A Cisco Unified Contact Center Enterprise call center has a group of supervisors who handle supervisor assist calls from all agents, but do not take customer calls.
Which statement best describes how you would configure the supervisory assist function for all of the agents?
A. Define a dialed number for each agent team; create a routing script that uses the agent-toagent node branch to another agent-to-agent node if the primary supervisor is not available.
B. Define a dialed number for each agent skill group; create a routing script that uses the agent-toagent node.
C. Define a dialed number for each agent skill group; create a routing script that uses the agent-toagent node; branch to another agent-to-agent node if the primary supervisor is not available.
D. Create a skill group to be used for supervisors; define a dialed number for each agent team; create a routing script that routes the agent to the LAA Select node for the supervisor skill group.
E. Create a skill group to be used for supervisors; define a dialed number for each agent skill group; create a routing script that routes the agent to the LAA Select node for the supervisor skill group.
Answer: D

Explanation:

4.In the Cisco Unified Contact Center Enterprise solution, when a CTI Server on a Peripheral Gateway fails, which of the following will not occur?
A. CTI OS Server disconnects all active agent CTI OS desktop clients from failed server.
B. CTI OS Agent Desktop clients attempt to automatically connect to another CTI OS Server.
C. CTI OS Agent Desktop clients display an "Offline" message.
D. Both CTI OS Servers perform a graceful shutdown to reset CTI OS Agent Desktop client connections.
Answer: D

5.In the Cisco Unified ICM database servers, which Microsoft SQL Server Agent rights setting is not allowed on the server local Security Policy Settings?
A. allow log on locally
B. act as part of an operating system
C. log on as a service
D. log on as a batch job
Answer: A

6.In the Cisco Unified Communications Manager 4.1(x), what is the first step to create a new CTI route point to be associated with a JTAPI user?
A. Create the CTI route point device and assign a directory number.
B. Using device association, map the CTI route point directory number to the JTAPI user.
C. Create a calling search space that includes the JTAPI user and CTI route point directory number.
D. Create a new directory number and associate it to the JTAPI user.
Answer: A

7.Which Cisco Unified ICM ConfigManager tool is used to enable Expanded Call Context variables?
A. System Information
B. PG Explorer
C. Call Type Manager
D. User Variable List
Answer: A

8.Which Cisco Unified Contact Center Enterprise Script node is used to capture call flow data within the branches of the script and show the count in a report?
A. Call Type node
B. Run External Script node
C. Label node
D. Comment node
Answer: A

9.What is the purpose of the Call Tracer function of the Cisco Unified ICM Script Editor?
A. to test ingress and egress voice gateways
B. to test ICM scripting logic

C. to test IP IVR scripting logic
D. to provide real-time monitoring of a script
Answer: B

10.When configuring the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, how is the return on no answer configured for agents?
A. in Cisco Unified Communications Manager as a Forward on No Answer setting
B. in Cisco Unified ICM PG Explorer as a Peripheral Configuration Parameter
C. in Cisco Unified ICM agent desk settings
D. in the Cisco Unified IP IVR Queue Loop
Answer: C

11.In the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, what is the required Network VRU type?
A. type 10
B. type 3
C. type 2
D. type 8
Answer: C

12.The Cisco Unified ICM 7.2 implementation may require high-priority addressing on the servers if QoS marking is performed at the network edge.
Which of the following servers require high-priority addresses identified on the visible network?
A. ICM Call Router
B. Logger / Database Server
C. Administrative Workstation
D. Peripheral Gateway
Answer: A

13.When installing Microsoft SQL Server for the Cisco Unified Contact Center Enterprise 7.0 release, which of the following settings is required for TempDB?
A. Check Autogrow option (enable).
B. Clear Autogrow option (disable).
C. Increase the size of the TempDB database and logs to half the available disk space.
D. Leave database settings for TempDB at the default SQL settings.
Answer: B

14.Which Cisco Unified ICM Peripheral Gateway process and network connection is used to provide synchronous state transfer between a pair of duplex Peripheral Gateways?
A. MDS, Visible/Public Network
B. OPC, Visible/Public Network
C. MDS, Private Network
D. OPC, Private Network
Answer: C

15.In order for the Cisco Unified ICM platform to provide reports on all the ICM routed calls handled by agents on their extension, how must the ICM routing script be designed?
A. Redirect calls using Cisco Unified IP IVR scripts (.aef) while call is in queue.
B. Redirect calls using ICM transfers to a Cisco Unified Communications Manager hunt group for all the agents.
C. Redirect calls using the ICM queue to skill group, agent, or select nodes.
D. Redirect calls using ICM to the agent’s second line on their IP Phone with a Direct Label node.
Answer: C

16.In a Cisco Unified ICM routing script, what is the best way to assign a sales call a higher priority in the system?
A. At the beginning of the Sales routing script, use the Queue Priority node to set the priority of all calls hitting that script to 1.
B. In the Queue to Skill Group node, set the call priority to 1 for any Sales skill group queue nodes.
C. In the Queue to Skill Group node, set the call priority to 10 for any Sales skill group queue nodes.
D. Use a Queue Priority node for support and other non-sales calls with priority 1.
Answer: B

17.In a Cisco Unified Contact Center Enterprise deployment, the following have been created in the Cisco Unified Communications Manager:
There are two partitions:
UCCE - Contains CTI route points and agent phone DNs
INTERNAL - Contains CTI ports
There are three calling search spaces:
GW_CSS - Contains UCCE partition
CTI_CSS - Contains UCCE partition
AG_CSS - Contains UCCE and INTERNAL partitions
In this configuration, PSTN calls to CTI route points are failing to get into the Cisco Unified IP IVR for queuing treatment. Internal calls from agent phone to CTI route points get queuing treatment.
What needs to be changed in the Cisco Unified Communications Manager to fix this issue?
A. CSS (CTI_CSS) of the CTI route points should have partition INTERNAL.
B. CSS (GW_CSS) of the Gateway should have partition INTERNAL.
C. CSS (AG_CSS) of the agent phone should not have partition INTERNAL.
D. It is a configuration problem in ICM as it cannot route calls to IP IVR.
Answer: B

18.In a Cisco Unified Contact Center Enterprise deployment with IP IVR used for queuing, how is a call moved from the queue to the agent?
A. The ICM routing script instructs the IP IVR as the routing client to redirect the call to the agent’s IP Phone via Cisco Unified Communications Manager.
B. The ICM routing script instructs the Cisco Unified Communications Manager to transfer the call out of the IP IVR to the agent's IP Phone.
C. The ICM routing script instructs the Voice Gateway to switch the call out of the IP IVR to the agent's IP

Phone.
D. The ICM routing script instructs the IP IVR to set up a new call leg to the agent's IP Phone.
Answer: A

19.In the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, what is the impact to reporting when an IP IVR fails?
A. None – Calls are automatically captured by the system and rerouted to another IP IVR.
B. Calls in the IP IVR will be lost and not reported at all in the system.
C. Call data about the call prior to the time spent in the IP IVR will be written to the database.
D. Call data about the call will be written to the database, including time spent in the IP IVR before it failed.
Answer: C

20.In the Cisco Unified Contact Center Enterprise deployment, what is the correct order to configure a Cisco Unified Communications Manager Peripheral Gateway for use?
A. Build the agents, create the peripheral in PG Explorer, build the skill groups, associate the agents to the skill groups.
B. Create the peripheral in PG Explorer, enable sub-skills 1, 2, and 3, build the skill groups, build the agents, associate the agents to the skill groups.
C. Build the skill groups, build the agents, associate the agents to the skill groups, create the peripheral in PG Explorer, associate the skill groups to the peripheral.
D. Create the peripheral in PG Explorer, build the agents, build the skill groups, associate the agents to the skill groups.
Answer: D