

# 642-165

## Cisco

### *Unified Communications Contact Center Express Implementation (UCCX)*

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**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:** A, C

**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

Exhibit:



Refer to the exhibit. What is the purpose of the Repair button in the Cisco Unified Contact Center Express 5.0 Installation Wizard?

- A. repair the Cisco Unified Communications Manager cluster associated with this Cisco CRS system
- B. remove a version of Cisco CRS that the user had attempted but failed to remove previously
- C. recover a Cisco CRS system
- D. reinstall the same version of Cisco CRS on top of the currently installed version

**Answer:** C

**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**

**QUESTION: 11**

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
- D. URL push to agents

**Answer: A, B, D**

**QUESTION: 12**

What formula do you use to calculate the number of Voice Gateway ports?

- A. Erlang B
- B. Erlang A

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