

Exam : **642-091**

Title : CRM Express Integration

Version : DEMO

1. Select the answer that best describes the role of Microsoft CRM within the solution.

- A. functions as the call queuing and call routing component to perform screen pops
- B. acts as the interface and data store for the customer records database
- C. performs automatic lookups of the Caller ID information sent directly from the Cisco CallManager Express to the Microsoft CRM server
- D. functions as the TAPI listener to receive new call information from Cisco CallManager Express

Correct: B

2. What information needs to be obtained from the Cisco CallManager Express in order to configure the Cisco CRM Communications Connector to function properly? (Choose two.)

- A. version number of the CallManager Express
- B. number of phones registered to the CallManager Express
- C. total number of extensions defined on the CallManager Express
- D. CallManager Express username and password associated with the CRM user's extension
- E. IP address of the CallManager Express

Correct: D E

3. Select the two answers that best describe the Screen Pop feature provided by the Cisco CRM Communications Connector. (Choose two.)

- A. supports automatically popping the customer record when a customer call is internally transferred from one CRM user to another
- B. opens customer account record on recipient's PC screen as call arrives
- C. provides a screen pop of the customer's previous purchase history with the company for the agent to view
- D. supports manual association of calls with new or existing account records

Correct: B D

4. Select the answer that best describes how the Cisco CRM Communications Connector handles Click to Dial outbound calls if there is more than one phone number listed for the Microsoft CRM customer contact?

- A. You cannot Click to Dial if there is more than one phone number listed for the Microsoft CRM customer contact record.
- B. The Cisco CRM Communications Connector pops a small GUI which asks you to choose which phone number you wish to call.
- C. You select which phone number is the primary phone number for the contact; that number is the one that is called.
- D. The Cisco CRM Communications Connector Click to Dial feature works only with the listed business phone number field.

Correct: B

5. What type of application programming interface (API) does the Cisco CallManager Express use to relay caller ID and call state information to the Cisco CRM Communications Connector?

- A. Transaction Tracking Response API (TTR)
- B. Java Telephony Programming Interface (JTAPI)
- C. Cisco CallManager Express uses TAPI Lite, leveraging the TAPI service provider integrated into Cisco IOS
- D. Cisco CallManager Express uses Extended Markup Telephony Integration (EMTI)

Correct: C

Trying our product !

- ★ **100%** Guaranteed Success
- ★ **100%** Money Back Guarantee
- ★ **365 Days** Free Update
- ★ **Instant Download** After Purchase
- ★ **24x7** Customer Support
- ★ Average **99.9%** Success Rate
- ★ More than **69,000** Satisfied Customers Worldwide
- ★ Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 <p>One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p>Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p>Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

Guarantee & Policy | Privacy & Policy | Terms & Conditions

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © 2004-2014, All Rights Reserved.