

**Exam** : **642-164**

**Title** : Unified Communications  
Contact Center  
Express.(UCCX)

**Version** : DEMO

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

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

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: ABD

4. CiscoWorks IP Telephony Environment Monitor (ITEM) provides what two serviceability capabilities? (Choose two.)

- A. Tool to collect syslog messages from multiple sources
- B. User Tracking to track IP telephones
- C. Diagnostic trace tools to analyze connectivity
- D. Monitoring of Cisco voice elements
- E. Problem alerts for operations personnel

Answer: DE

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

6. Where are CTI route points added or configured for Cisco Unified Contact Center Express?

- A. Cisco Unified CallManager Device Configuration
- B. Cisco Unified Contact Center Express Directory Management
- C. Cisco Supervisor Desktop
- D. Cisco CRS Administration, JTAPI Trigger Creation
- E. Cisco Unified Contact Center Express Media Subsystem

Answer: D

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

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

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

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

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