Vendor: Cisco

Exam Code:642-165

Exam Name: Unified Communications Contact Center Express Implementation(UCCX)

Version: Demo

QUESTION 1

Which deployment option is invalid for Cisco Unified Contact Center Express?

A. a two-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager cluster

B. a one-node Cisco Unified Contact Center Express cluster connected to two Cisco Unified Communications Manager clusters

C. a one-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager Express router

D. two Cisco Unified Contact Center Express clusters, each with two nodes, connected to the same Cisco Unified Cisco Unified Communications Manager cluster

Correct Answer: B

QUESTION 2

What is the maximum number of agents that can be supported by Cisco Unified CCX 8.0 when deployed with Cisco Unified Communications Manager?

A. 50

B. 150

C. 300

D. 400

Correct Answer: C

QUESTION 3

With which product is Cisco Unified CCX integrated in order to allow an agent to chat with an SME using CAD?

A. Cisco Unified Presence

B. IP Phone Messenger

C. Webex Connect

D. Microsoft Office Communicator

Correct Answer: A

QUESTION 4

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

A. recording

B. monitoring

C. embedded browser

D. call-control buttons

Correct Answer: D

QUESTION 5

Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)

A. graphical reports

B. dockable windows

C. access to chat logs

D. URL push to agents

E. send an email to an agent

F. send a call in queue to a specific agent

Correct Answer: ABD

QUESTION 6

How many languages can be installed for the Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD)?

A. one language for both the CAD and the CSD

B. one language for the CAD and a different language for the CSD

C. two languages for the CAD and one language for the CSD

D. two languages for both the CAD and the CSD

Correct Answer: A

QUESTION 7

Which two features are added when upgrading from Cisco Unified CCX Standard to Enhanced? (Choose two.)

A. Agent Routing

B. Historical Reporting

C. Conditional Routing

D. Priority Queuing

Correct Answer: AD

QUESTION 8

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?

A. 150

B. 200

C. 300

D. 400

Correct Answer: C

QUESTION 9

Which criterion can be used to control supervisor workflows?

A. length of time an agent is in the NotReady state

B. number of agents logged in

C. number of calls abandoned

D. duration of oldest call in queue

Correct Answer: D

QUESTION 10

Which three tasks are supported by the Cisco Supervisor Desktop? (Choose three.)

A. Push a web page to an agent\\'s Cisco Agent Desktop.

B. Chat with an agent.

C. Log in an agent.

D. Change an agent\\'s state to Ready.

E. Send an email to an agent.

Correct Answer: ABD

QUESTION 11

A preview outbound dialer uses which source and destination resources?

A. a CTI port to the customer

B. the ACD line of the agent to the customer

C. the personal line of the agent to the customer

D. a CTI port to the agent, then redirected to the customer

Correct Answer: B

QUESTION 12

Which three tasks are supported by the Cisco Unified CCX editor? (Choose three.)

A. Perform reactive debugging without connecting to the Cisco Unified CCX cluster.

B. Save a script in repository.

C. Insert breakpoints in a script.

D. Create final variables.

E. Export a script to XML format.

Correct Answer: BCD