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Vendor:Cisco

Exam Code:642-242

Exam Name:Unified Contact Center Enterprise
Implementation(UCCEI)

Version:Demo

QUESTION 1

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.

Correct Answer: B

QUESTION 2

In a Cisco Unified Contact Center Enterprise solution using the Cisco IP IVR as a queue point, how do you transfer the caller to voice mail after the caller has already been placed in queue?

- A. Within the IP IVR queue script, use the Redirect step; the destination variable should be configured as the Unity CTI port.
- B. Within the IP IVR queue script, use the Redirect step; the destination variable should be configured as the voice mailbox extension number.
- C. Within the IP IVR queue script, use the IP IVR Set Enterprise Call Data step; in the ICM routing script, send the call to a label node that is the Unity CTI port.
- D. Within the IP IVR queue script, use the IP IVR Set Enterprise Call Data step; in the ICM routing script, send the call to a label node that is the voice mailbox extension number.

Correct Answer: D

QUESTION 3

In which two ways are Cisco Unified Communications Manager CTI route ports typically used in the Cisco Unified Contact Center Enterprise solution? (Choose two.)

- A. to accept media for callers in the Cisco Unified IP IVR under control of the Cisco Unified Contact Center Enterprise system
- B. to manage incoming call signaling from the PSTN as Dialed Numbers for the Cisco Unified Contact Center Enterprise system
- C. to play media to callers for busy or disconnect tones from Cisco Unified Communications Manager
- D. to provide a call-signaling transfer point as part of a Translation Route to VRU node in the Cisco Unified Contact Center Enterprise call routing script
- E. to provide conference bridge resources to allow supervisors to barge into calls with agents in the Cisco Unified Contact Center Enterprise system

Correct Answer: BD

QUESTION 4

Which task can be completed in the Cisco Unified Contact Center Enterprise Translation Route Wizard?

- A. Copy an existing configured translation route in Cisco Contact Center Enterprise.
- B. Create CTI route points and CTI ports in Cisco Unified Communications Manager.
- C. Rename an existing configured translation route in Cisco Contact Center Enterprise.
- D. Report on existing configured translation routes in Cisco Contact Center Enterprise.

Correct Answer: D

QUESTION 5

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

Correct Answer: C

QUESTION 6

When configuring an agent device target in the Cisco Unified Contact Center Enterprise, what is the correct format for the entry?

- A. in the Config Parameter setting, /devtype 7960 /dn 9991213333, where 9991213333 is the agent extension
- B. in the Config Parameter setting, /devtype CiscoPhone and the agent extension in the Global Address setting
- C. in the Config Parameter setting, /devtype CiscoPhone /dn 9991213333, where 9991213333 is the agent phone extension
- D. in the Config Parameter setting, /devtype 7960 /dn 999121000 /ext 3333 where the number to reach the agent site is 999121000, and the agent extension is 3333

Correct Answer: C

QUESTION 7

Which two options must be installed and configured for the Cisco ICM Central Controller to be active? (Choose two.)

- A. ICM Logger / Database server
- B. WebView server
- C. Application Gateway
- D. Historical Database Server
- E. ICM Call Router A
- F. Peripheral Gateway

Correct Answer: AE

QUESTION 8

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)

- A. ICM Organizational Unit
- B. ICM facility
- C. ICM SQL facility
- D. ICM Windows instance
- E. ICM instance
- F. ICM agent users

Correct Answer: ABE

QUESTION 9

In a Cisco Unified Contact Center Enterprise solution, the agent phones are set up with two lines: DN 2XXX as the first line for ACD calls, and DN 3XXX as the second line for private/personal calls.

How could these phones be configured to provide a backup call routing strategy for the agents for maintenance/outages of the UCCE system?

- A. Set the Call Forward on Failure for the 2XXX first line to forward the call to the 3XXX second line on the agent phone.
- B. Set up call forwarding from first line 2XXX range to second line 3XXX.
- C. Create a Cisco Unified Communications Manager hunt group that has the agent phone line in 3XXX range.
- D. Set up call forwarding from second line 3XXX range to first line 2XXX.

Correct Answer: C

QUESTION 10

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.

Correct Answer: A

QUESTION 11

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.

Correct Answer: D

QUESTION 12

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

Correct Answer: C