



# 642-165<sup>Q&As</sup>

Unified Communications Contact Center Express  
Implementation(UCCX)

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#### QUESTION 1

Which of the following is not an input that is required when you install Cisco Unified CCX?

- A. application username
- B. platform administrator username
- C. IP address
- D. default language
- E. time zone

Correct Answer: D

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#### QUESTION 2

What is the maximum number of agents supported on a Cisco Unified Communications Manager Express deployment?

- A. 10 agents
- B. 50 agents
- C. 100 agents
- D. 300 agents

Correct Answer: B

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#### QUESTION 3

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

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#### QUESTION 4

Which tool is used to estimate the hardware server resources that are required for a Cisco Unified CCX deployment?



- A. IPC Resource Calculator
- B. CTI Port Calculator
- C. Cisco Unified Communications Sizing Tool
- D. Cisco Unified CCX Applications Administration

Correct Answer: C

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#### QUESTION 5

Which step would you use to get information about the number of contacts currently in queue?

- A. Get Contact Info
- B. Get Session Info
- C. Get Call Contact Info
- D. Get Reporting Statistics

Correct Answer: D

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