642-165^{Q&As}

Unified Communications Contact Center Express Implementation(UCCX)

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QUESTION 1

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

A. Agent Name

B. WrapUp Time

C. Service Level

D. Overflow CSQ

E. Automatic Work

F. CCX Application

Correct Answer: BCE

QUESTION 2

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 3

Which three components are installed from the Cisco Unified CCX Installer media? (Choose three.)

A. iPlanet Web Server

B. Cisco Unified CCX Engine

C. Cisco Unified Operations Manager

D. Cisco Unified Communications Manager

E. Recording Component

F. Informix DB

Correct Answer: BEF

QUESTION 4

The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

A. hostname

B. IP address

C. gateway address

D. physical MAC

E. Cisco Unified CCX version

Correct Answer: ABC

QUESTION 5

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

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