642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

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

QUESTION 2

Which interface do the Cisco Unified Communications Manager and Cisco Unified CCX use for call control?

A. AXL

B. HTTP

C. LDAP

D. JTAPI

Correct Answer: D

QUESTION 3

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 4

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 5

Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.)

A. chat with an SME

B. send an email to an SME

C. send enterprise data to an SME

D. transfer a call to an SME

E. start a Cisco WebEx session with an SME

Correct Answer: ACD

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