



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

A Cisco Unified Contact Center Express 7.0 deployment requires support for 20 concurrently logged-in agents. The agents are split across two remote sites, and the high-availability Cisco Unified CCX Engine, Database, VoIP Monitoring, and Recording server processes run at a central data center. The agents will be using CAD with Cisco Unified IP Phone 7960G and end-point monitoring. Very little recording and silent monitoring will be performed, and no historical reporting will be done during call center open hours.

What is the minimum number of Cisco Unified Contact Center Express hardware servers required for this Cisco Unified Contact Center Express deployment?

- A. 1 server
- B. 2 servers
- C. 3 servers
- D. 4 servers
- E. 5 servers

Correct Answer: B

QUESTION 2

Where are Cisco Unified CCX users managed and their data stored when deployed with Cisco Unified Communications Manager Express?

- A. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Contact Center Express database
- B. in Application Administration with user data stored in the Cisco Unified Contact Center Express database
- C. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express database
- D. in Application Administration with user data stored in the Cisco Unified Communications Manager Express database

Correct Answer: B

QUESTION 3

Agent Email is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard
- B. Premium only
- C. Premium and Standard
- D. Premium and Enhanced



Correct Answer: B

QUESTION 4

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 5

In the Cisco Unified CCX Editor, where do you start the debugger?

- A. toolbar
- B. Step palette
- C. Design window
- D. Variable window

Correct Answer: A

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