



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

What does it mean for a variable in the Application Editor to be defined as a parameter?

- A. The variable can be used to pass data to and from subflows.
- B. The value for that variable can be supplied via Application Configuration in Application Administration.
- C. The value for that variable is defined by the calling application.
- D. The variable can be used in conditional steps.
- E. The variable can be used to pass data to and from VoiceXML applications.

Correct Answer: B

QUESTION 2

Which two tasks must an administrator perform on Cisco Desktop Administrator to support presence integration? (Choose two.)

- A. Assign a contact list to a CSQ.
- B. Assign a contact list to a workflow group.
- C. Assign an SME to a contact list.
- D. Assign a contact list to a skill.
- E. Assign an SME to a CSQ.

Correct Answer: BC

QUESTION 3

In addition to writing information to a trace file, the Cisco Unified CCX system sends standard event logging messages to a syslog server through which service?

- A. SNMP Trap
- B. Alarm
- C. CDP
- D. Win32

Correct Answer: B

QUESTION 4



Which two are possible root causes for the Application Subsystem going into partial service status? (Choose two.)

- A. Cisco Unified Communications Manager Telephony Provider problem
- B. CTI Route Point problem
- C. CTI Port Group problem
- D. script problem
- E. system deadlock problem

Correct Answer: DE

QUESTION 5

What happens if all CTI ports for the configured Cisco Unified Communications Manager Telephony Group are busy when a new call arrives?

- A. The caller will receive network busy treatment.
- B. The caller will receive ringing treatment.
- C. Cisco Unified Communications Manager will forward the call to the directory number configured for forward-on busy for this CTI Route Point in Cisco Unified Communications Manager.
- D. An exception is raised, but the call is accepted and processed.
- E. Cisco Unified Communications Manager will forward the caller to the directory number configured in Cisco Unified CCX for overflow.

Correct Answer: C

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