642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

A. Timeout

B. SQL Error

C. Successful

D. No Data

Correct Answer: C

QUESTION 2

Which deployment option is invalid for Cisco Unified Contact Center Express?

A. a two-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager cluster

B. a one-node Cisco Unified Contact Center Express cluster connected to two Cisco Unified Communications Manager clusters

C. a one-node Cisco Unified Contact Center Express cluster connected to a Cisco Unified Communications Manager Express router

D. two Cisco Unified Contact Center Express clusters, each with two nodes, connected to the same Cisco Unified Cisco Unified Communications Manager cluster

Correct Answer: B

QUESTION 3

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

QUESTION 4

An organization wants to collect an account number from a customer via IVR prompting. Then, using a keystroke macro, the customer wants to insert the account number into the account

the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer record. Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?

A. Cisco Unified CCX Standard

B. Cisco Unified CCX Enhanced

C. Cisco Unified CCX Premium

D. Cisco Unified CCX Enterprise

E. Cisco Unified IP IVR

Correct Answer: B

QUESTION 5

Which configuration enables a Cisco Unified Contact Center Express server to fail over to a secondary Cisco Unified Communications Manager server when the primary server fails?

A. No special configuration is needed.

B. Configure LDAP with a secondary profile.

C. Configure a second Cisco Unified Communications Manager telephony user with an alternate range of CTI ports.

D. Configure the telephony provider with a primary and secondary Cisco Unified Communications Manager IP address.

Correct Answer: D

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