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Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

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 2

Which three Cisco Unified Contact Center Express Application Administration tasks may be performed by a supervisor who does not have administrative privilege? (Choose three.)

A. Delete a resource group.

B. Remove a skill from a CSQ.

C. Enable automatic work on a CSQ.

D. Modify the skill competence level of an agent.

E. Create a resource.

F. Delete a skill.

Correct Answer: BCD

QUESTION 3

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

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

What is the purpose of setting the Flush Input Buffer field of the Menu step to true?

A. to release memory held by the prompt variable

B. to clear previously entered input before the Menu step executes

C. to specify if the step can be interrupted by an agent who becomes available

D. to prevent the caller from entering a menu choice before the prompt has played

Correct Answer: B

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