



# 642-165<sup>Q&As</sup>

Unified Communications Contact Center Express  
Implementation(UCCX)

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#### QUESTION 1

Which feature is added when upgrading from the Enhanced to Premium Cisco Unified Contact Center Express?

- A. HTTP-based trigger
- B. a wrap-up timer
- C. keystroke macros
- D. supervisory recording
- E. agent-to-agent text chatting

Correct Answer: A

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#### QUESTION 2

What is the maximum round-trip time between Cisco Unified CCX servers in a WAN deployment?

- A. 2 ms
- B. 10 ms
- C. 50 ms
- D. 80 ms

Correct Answer: D

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#### QUESTION 3

With which product is Cisco Unified CCX integrated in order to allow an agent to chat with an SME using CAD?

- A. Cisco Unified Presence
- B. IP Phone Messenger
- C. Webex Connect
- D. Microsoft Office Communicator

Correct Answer: A

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#### QUESTION 4

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

- A. Control Center on Cisco Unified Contact Center Express Serviceability



- B. System page on Cisco Unified Contact Center Express Administration
- C. Cisco Desktop Administrator
- D. Cisco Unified Communications Operating System Administration

Correct Answer: A

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#### QUESTION 5

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

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