



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

Unified Communications Contact Center Express  
Implementation(UCCX)

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### QUESTION 1

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

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### QUESTION 2

Which three tasks are supported by the Cisco Unified CCX editor? (Choose three.)

- A. Perform reactive debugging without connecting to the Cisco Unified CCX cluster.
- B. Save a script in repository.
- C. Insert breakpoints in a script.
- D. Create final variables.
- E. Export a script to XML format.

Correct Answer: BCD

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### QUESTION 3

Which tool protects Cisco Unified Contact Center Express against worms, day-zero viruses, and other immediate security threats?

- A. Microsoft SQL Server 2000
- B. Microsoft Management Console
- C. Cisco Security Agent
- D. Quality Manager

Correct Answer: C

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### QUESTION 4

What formula do you use to calculate the number of Voice Gateway ports?



- A. Erlang A
- B. Erlang B
- C. Erlang C
- D. IVR ports + agent phones

Correct Answer: B

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#### QUESTION 5

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

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