



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

Unified Communications Contact Center Express  
Implementation(UCCX)

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### QUESTION 1

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

- A. in the Cisco Supervisor Desktop
- B. in CSQ configuration on Application Administration
- C. in workflow groups on Cisco Desktop Work Flow Administrator
- D. in resource configuration on Application Administration

Correct Answer: C

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### QUESTION 2

Which statement is true about the default script field when adding an application?

- A. When a caller does not enter a choice in a Menu step, it will execute the default script.
- B. Any problems running the configured script will cause the default script to be executed.
- C. When the caller enters a digit in the Menu step that is not defined, the default script will be executed.
- D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Correct Answer: B

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### QUESTION 3

A Cisco Unified Contact Center Express 7.0 deployment requires support for 20 concurrently logged-in agents. The agents are split across two remote sites, and the high-availability Cisco Unified CCX Engine, Database, VoIP Monitoring, and Recording server processes run at a central data center. The agents will be using CAD with Cisco Unified IP Phone 7960G and end-point monitoring. Very little recording and silent monitoring will be performed, and no historical reporting will be done during call center open hours.

What is the minimum number of Cisco Unified Contact Center Express hardware servers required for this Cisco Unified Contact Center Express deployment?

- A. 1 server
- B. 2 servers
- C. 3 servers
- D. 4 servers
- E. 5 servers

Correct Answer: B

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#### QUESTION 4

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

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#### QUESTION 5

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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