642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

Which steps are used to configure a calling search space in the Cisco Unified Communications Manager 6.1?

A. call routing, dial rules, application dial rules

B. call routing, class of control

C. device, device settings

D. device, remote destination

Correct Answer: C

QUESTION 2

Cisco Unified Communications Manager 8.0 allows users to log into a shared phone using Cisco Extension Mobility.
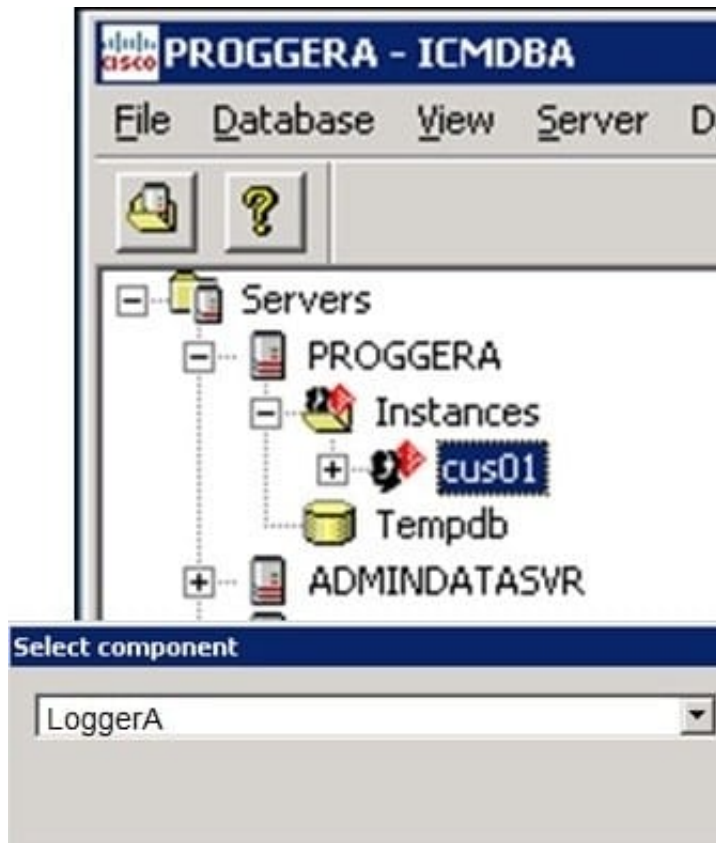
Which configuration item is required to enable Cisco Extension Mobility Cross Cluster?

A. In the user\\'s End User profile, the Cisco Extension Mobility pane must have the "Enable Extension Mobility" check box selected.

B. In the device profile of the shared phone, the "Enable Extension Mobility Cross Cluster" check box must be selected.

C. A device profile must exist for Cisco Extension Mobility users, with the Cisco Extension Mobility Cross Cluster Calling Search Space field configured.

D. The shared phone device profile must be associated to the user\\'s End User profile in Cisco Unified Communications Manager.

Correct Answer: C

QUESTION 3

Refer to the exhibit.

The Cisco Unified Contact Center Enterprise system uses the ICMDBA utility to manage the databases in the solution.

Which of the following databases is not managed by the ICMDBA tool?

A. Logger Side A

B. Logger Side B

C. Outbound Option

D. Dialer Port Map

E. Administration Data Server DDS

Correct Answer: D

QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, agent reason and wrap up codes for a CTI OS deployment are configured in which of the following components?

A. Microsoft Windows registry of the agent\\'s desktop computer

B. ICM Configuration Manager on the Admin Workstation

C. Microsoft Windows registry of the CTI OS Server

D. Cisco Desktop Administrator

Correct Answer: C

QUESTION 5

In the Cisco Unified Contact Center Enterprise solution, how is the supervisor account/login created?

A. created manually in the Cisco Agent Desktop Administrator

B. created as a user in the Microsoft Windows Active Directory

C. created with permission to the Cisco Root ICM Setup group via the ICM Domain Manager tool

D. created with an association to one and only one skill group for their team

Correct Answer: B

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