



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

In the Cisco Unified Communications Manager 4.1(x), what is the first step to create a new CTI route point to be associated with a JTAPI user?

- A. Create the CTI route point device and assign a directory number.
- B. Using device association, map the CTI route point directory number to the JTAPI user.
- C. Create a calling search space that includes the JTAPI user and CTI route point directory number.
- D. Create a new directory number and associate it to the JTAPI user.

Correct Answer: A

QUESTION 2

In the Cisco Unified Contact Center Enterprise with IP IVR, ring-no-answer dialed number processing is set in the Agent Desk Settings tool of ConfigManager. Given this setup, what are two impacts of using this setting this way if the CMPG_RC.INBOUND_8001 dialed number is the same number the calls arrived on originally? (Choose two.)

- A. The caller will hear hold music while the call is transferred back to the Cisco Unified Communications Manager.
- B. The ring-no-answer calls will be put at the bottom of the queue and have to wait again for an agent to become available.
- C. The caller will be re-directed to a different routing script.
- D. The ring-no-answer calls will be "double counted" in the inbound 8001 call type.
- E. The caller will be disconnected as a call cannot be hair-pinned back on itself with Cisco Unified IP IVR.

Correct Answer: BD

QUESTION 3

In the Cisco Unified Contact Center Enterprise solution, how are CTI route points and CTI ports created in the Unified IP IVR 4.0(x)?

- A. CTI route points and CTI ports are created and associated to the IP IVR user in Cisco Unified Communications Manager Administration prior to configuring the CTI route points in the IP IVR in the CRS Administration menu.
- B. CTI route points and CTI ports are created from the CRS Administration menu. The CRS Administration will automatically create and associate the CTI route points and CTI ports in Unified Communications Manager.
- C. CTI route points and CTI ports are created from the CRS Administration first and then the CTI route points and CTI ports are associated to the correct user using Unified Communications Manager Administration manually.
- D. CTI route points and CTI ports can either be created from the CRS Administration menu or from the Cisco Unified Communications Manager Administration as long as the CTI route points and CTI ports are associated to the correct IP IVR user profile.



Correct Answer: B

QUESTION 4

In a Cisco Unified Contact Center Enterprise system with redundant Cisco Unified IP IVRs deployed, how should the IP IVRs be configured?

- A. with both IP IVRs pointed to two of the Cisco Unified Communications Manager subscribers on the cluster using different Application User names
- B. with both IP IVRs pointed to dedicated Cisco Unified Communications Manager subscribers on the cluster using different Application User names, each pointing to their own subscriber
- C. with both IP IVRs pointed to dedicated Cisco Unified Communications Manager subscribers on the cluster using the same Application User names, each pointing to their own subscriber
- D. with each IP IVR pointed to two of the Cisco Unified Communications Manager subscribers on the cluster using the same Application User names

Correct Answer: A

QUESTION 5

In a Cisco Unified Contact Center Enterprise deployment, with IP IVR for queuing, if the Cisco Unified Communications Manager subscriber of the agent fails, which is the expected result?

- A. The call in progress is not affected, but the agent can only use the CTI desktop for transfer and conference functions.
- B. The call in progress is put on hold while the phone reregisters to another subscriber in the cluster and is automatically reconnected when the phone is reset.
- C. The call in progress is not affected; however, the phone reregisters at the end of the call.
- D. The call in progress is not affected, and the agent can transfer and conference and perform other phone features without any effect.

Correct Answer: C

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