



# 642-242<sup>Q&As</sup>

Unified Contact Center Enterprise Implementation(UCCEI)

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### QUESTION 1

When installing Microsoft SQL Server for the Cisco Unified Contact Center Enterprise 7.0 release, which of the following settings is required for TempDB?

- A. Check Autogrow option (enable).
- B. Clear Autogrow option (disable).
- C. Increase the size of the TempDB database and logs to half the available disk space.
- D. Leave database settings for TempDB at the default SQL settings.


Correct Answer: B

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### QUESTION 2





Refer to the exhibit.



**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾

**Application User Configuration**

 Save  Delete  Copy  Add New

**Application User Information**

User ID\*

jtapiuser\_1

Password

.....

Confirm Password

.....

Digest Credentials

Confirm Digest Credentials

Presence Group\*

Standard Presence group

☐ Accept Presence Subscription

☐ Accept Out-of-dialog REFER

☐ Accept Unsolicited Notification

☐ Accept Replaces Header

**Device Information**

Available Devices

00  
AATest  
AATestASR  
CTIP\_4003  
CTIP\_4005  
▼ ▲

Controlled Devices

CTIP\_3101  
CTIP\_3102  
CTIP\_3103  
CTIP\_3104  
CTIP\_3105

Which the following is true based on this Cisco Unified Communications Manager Application User Configuration information?

- A. The CTI ports "CTIP\_4003" and "CTIP\_3101" are not monitored by this application user.
- B. The User ID "jtapiuser\_1" is the default ID for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway user.



- C. The password is invalid because the password field only accepts 32 characters.
- D. The "AATestASR" device is not monitored by this application user.

Correct Answer: D

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### QUESTION 3

In the Cisco Unified Contact Center Enterprise 8.0 Outbound Option, which statement is true?

- A. The Outbound Option allows for a SIP and SCCP Dialer to be deployed on the same physical machine.
- B. The Outbound Option only supports either SIP or SCCP Dialers in a single Cisco Unified Contact Center Enterprise deployment.
- C. The reservation call that is made to hold the agent for the dialer-placed calls is done directly via the CTI desktop and does not generate a call in Cisco Unified Communications Manager.
- D. The Outbound Option SIP Dialer only works with Cisco Unified Customer Voice Portal, not with the Cisco Unified IP IVR.

Correct Answer: C

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### QUESTION 4

When configuring the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, how is the return on no answer configured for agents?

- A. in Cisco Unified Communications Manager as a Forward on No Answer setting
- B. in Cisco Unified ICM PG Explorer as a Peripheral Configuration Parameter
- C. in Cisco Unified ICM agent desk settings
- D. in the Cisco Unified IP IVR Queue Loop

Correct Answer: C

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### QUESTION 5

When a call is queued for an agent using the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, which method can be used to play music to the waiting caller?

- A. Configure the VoiceXML Gateway to request the music media file from the Media Server.
- B. Configure a MOH source for the agent's IP phone.
- C. In the ICM routing script, use the Run External Script node to call a Cisco Unified IP IVR application such as BASICQ.AEF.



D. Configure the voice gateway with an RTSP music source.

Correct Answer: C

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