642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

Pass Cisco 642-242 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.geekcert.com/642-242.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

In the Cisco Unified Contact Center Enterprise 7.0 solution, if a call is offered to two different skill groups, what is the effect on reporting?

A. The call statistics will be reported only against the first skill group the call was offered to.

B. The call statistics will be reported only against the skill group that actually handled the call.

C. The call statistics will be reported against both skill groups as offered, but only handled by one (and dequeued for the others).

D. The call statistics will be reported by call type, not skill group.

Correct Answer: C

QUESTION 2

Refer to the exhibit.
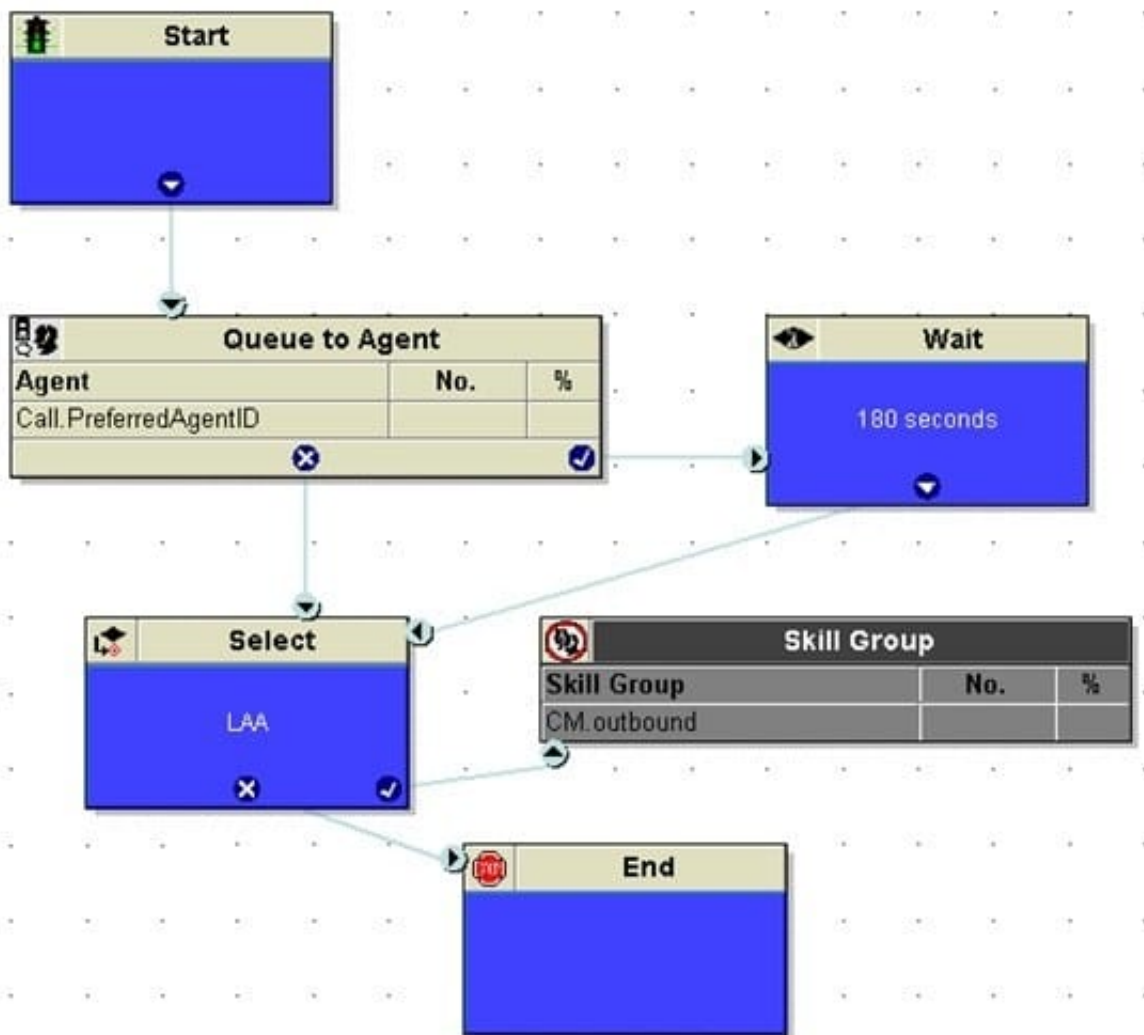
The Cisco Unified Contact Center Enterprise Outbound Option uses a reservation script to find an available agent for the outbound contact. Which of the following statements is true about this personal agent callback script?

A. If the preferred agent is not available, the outbound contact will hear queue music for 180 seconds while waiting.

B. If the preferred agent is not logged in, the outbound contact will be cancelled.

C. If the preferred agent is not logged in and no agents are available in the CM.outbound skill group, the outbound contact will be cancelled.

D. If the preferred agent became available after 185 seconds, the outbound contact will still be routed to the preferred agent if that agent was part of the CM.outbound skill group, regardless if there were other agents available for longer.

Correct Answer: C

QUESTION 3

In a Cisco Unified Contact Center Enterprise deployment, the following have been created in the Cisco Unified

Communications Manager:

There are two partitions:

UCCE - Contains CTI route points and agent phone DNs

INTERNAL - Contains CTI ports

There are three calling search spaces:

GW_CSS - Contains UCCE partition

CTI_CSS - Contains UCCE partition

AG_CSS - Contains UCCE and INTERNAL partitions

In this configuration, PSTN calls to CTI route points are failing to get into the Cisco Unified IP IVR for queuing treatment. Internal calls from agent phone to CTI route points get queuing treatment.

What needs to be changed in the Cisco Unified Communications Manager to fix this issue?

A. CSS (CTI_CSS) of the CTI route points should have partition INTERNAL.

B. CSS (GW_CSS) of the Gateway should have partition INTERNAL.

C. CSS (AG_CSS) of the agent phone should not have partition INTERNAL.

D. It is a configuration problem in ICM as it cannot route calls to IP IVR.

Correct Answer: B

QUESTION 4

When configuring a Cisco Unified ICM post-routing script in the Cisco Unified IP IVR, an application is created with the application type of Cisco ICM Post-Routing.

Which three items must be configured for that type of application? (Choose three.)

A. ICM subsystem ID

B. timeout value in seconds

C. .wav file of the Welcome prompt

D. JTAPI trigger

E. HTTP trigger

F. initial script

Correct Answer: BDF

QUESTION 5

In the Cisco Unified Contact Center Enterprise 8.0 solution, which Cisco Unified Communications Manager Application User Group role assignments are required for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway JTAPI user? (Choose two.)

A. Standard AXL API Access

B. Standard CTI Allow Call Monitoring

C. Standard CTI Manager API Access

D. Standard CTI Enabled

E. Standard JTAPI Allow Control

Correct Answer: BD

642-242 Practice Test   642-242 Exam Questions   642-242 Braindumps