



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

When creating a new ICM call routing script, a palette tool is available with the icons available for use in the script. The available nodes are grouped into four tabs.

Which option is not one of those tabs?

- A. General
- B. Administrative
- C. Routing
- D. Targets
- E. Queue

Correct Answer: B

QUESTION 2

Which is the correct installation order for the Cisco Agent Desktop in a Cisco Unified Contact Center Enterprise solution?

- A. Cisco Agent Desktop server; Cisco Agent Desktop administrator; Cisco Unified Communications Manager Peripheral Gateway; CTI/OS Server; CTI Server; Cisco Agent Desktop agent
- B. Cisco Agent Desktop administrator; Cisco Unified Communications Manager Peripheral Gateway; CTI/OS Server; CTI Server; Cisco Agent Desktop server; Cisco Agent Desktop agent
- C. Cisco Unified Communications Manager Peripheral Gateway; CTI Server; CTI/OS Server; Cisco Agent Desktop server; Cisco Agent Desktop administrator; Cisco Agent Desktop agent
- D. Cisco Unified Communications Manager Peripheral Gateway; Cisco Agent Desktop administrator; CTI Server; CTI/OS Server; Cisco Agent Desktop server; Cisco Agent Desktop agent

Correct Answer: C

QUESTION 3

Which Cisco Unified ICM ConfigManager tool is used to enable Expanded Call Context variables?

- A. System Information
- B. PG Explorer
- C. Call Type Manager
- D. User Variable List



Correct Answer: A

QUESTION 4

In which two ways are Cisco Unified Communications Manager CTI route ports typically used in the Cisco Unified Contact Center Enterprise solution? (Choose two.)

- A. to accept media for callers in the Cisco Unified IP IVR under control of the Cisco Unified Contact Center Enterprise system
- B. to manage incoming call signaling from the PSTN as Dialed Numbers for the Cisco Unified Contact Center Enterprise system
- C. to play media to callers for busy or disconnect tones from Cisco Unified Communications Manager
- D. to provide a call-signaling transfer point as part of a Translation Route to VRU node in the Cisco Unified Contact Center Enterprise call routing script
- E. to provide conference bridge resources to allow supervisors to barge into calls with agents in the Cisco Unified Contact Center Enterprise system

Correct Answer: BD

QUESTION 5

Drag the OutboundControl variable value from the Cisco Unified Contact Center Enterprise Administrative Script for Outbound Option from the left and drop it on the matching description on the right.

PREVIEW_DIRECT_ONLY

PREDICTIVE_ONLY

PREVIEW_BLENDED

PROGRESSIVE_BLENDED

Agents are routed outbound contacts based on a fixed number of calls to place when the agent is not working on an inbound contact.

Agents are given the option to place a call to a contact when they are not working on an inbound contact.

Agents are given the option to place a call to a contact using their Cisco Unified IP phone with no inbound contacts.

Agents are routed outbound contacts based on real-time performance of the campaign with no inbound contacts.

Correct Answer:



Drag the OutboundControl variable value from the Cisco Unified Contact Center Enterprise Administrative Script for Outbound Option from the left and drop it on the matching description on the right.

PROGRESSIVE_BLENDED

PREVIEW_BLENDED

PREVIEW_DIRECT_ONLY

PREDICTIVE_ONLY

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