



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

In the Cisco Unified Contact Center Enterprise Outbound Option, with the SCCP Dialer, what is the correct order to create the dialer ports?

- A. Dialer Port Map (ICM), dialer phone as 7940 (CCM), PG user association
- B. Dialer Port Map (ICM), dialer phone as 30 VIP (CCM), PG user association
- C. Dialer Port Map (ICM), dialer phone as 7940 (CCM), IP IVR user association
- D. Dialer Port Map (ICM), dialer phone as 30 VIP (CCM), MR PG user association

Correct Answer: B

QUESTION 2

The Cisco Unified ICM Call Tracer tool allows ICM script developers to simulate calls in routing scripts for testing purposes.

The screenshot displays the ICM Call Tracer tool interface. On the left, a routing script is shown with the following steps: Start, Select (LAA), Queue to Skill Group (Skill Group1), Run Ext. Script (SendToVRML), and End. A table for Skill Group is visible, showing Skill Group1. On the right, the Call Tracer List shows the execution path: > DialedNumber (EXAM_2) using CallType (ct_EXAM_2- 5021), Start #1, Select #2, Queue #4, SkillGroup1, LAA=none, Transferring call to VRU, Call queued to all groups, Run External Script #5, Queue #4, SkillGroup1, LAA=none, Transferring call to VRU, Call queued to all groups, Script ran for 1001 steps, max is 1000, Script Default\lex_Script2 (ID 5021) failed to produce route, Attempting to use default label: (CMPG_RC.1003), Label: 1003 (CMPG_RC). Buttons for Save Trace and Help are at the bottom right.

Given this script and Call Tracer output, what can you conclude?

- A. There were no agents logged into Skill Group 1.
- B. There were no agents in Skill Group 1 in the Available state.
- C. There was no default label defined for this dialed number (EXAM_2).
- D. This is not a valid script and would not produce a route.



Correct Answer: B

QUESTION 3

Which Cisco Unified Contact Center Enterprise Script node is used to capture call flow data within the branches of the script and show the count in a report?

- A. Call Type node
- B. Run External Script node
- C. Label node
- D. Comment node

Correct Answer: A

QUESTION 4

The Cisco Unified ICM Call Type Manager is accessed from the ICM Script Editor.

Which two options are purposes of the Call Type Manager? (Choose two.)

- A. to schedule a routing script
- B. to schedule an administrative script
- C. to create a dialed number mapping to a call type
- D. to determine what call type data is available for reporting
- E. to map caller entered digits to the call type

Correct Answer: AC

QUESTION 5

When configuring a Cisco Unified Communications Manager dial plan to allow for dialing 911 or placing other emergency calls, where should Urgent Priority be checked off in?

- A. route pattern
- B. route list
- C. route group
- D. calling search space

Correct Answer: A



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