



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

Unified Contact Center Enterprise Implementation(UCCEI)

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### QUESTION 1

When configuring the private Ethernet card for a Cisco Unified ICM Peripheral Gateway, what is the correct way to set up the TCP/IP default gateway?

- A. Multiple default gateways are configured in the Advanced tab of TCP/IP Properties for the private network connection.
- B. Network Interface Card teaming is used so no default gateway needs to be configured.
- C. A persistent static route is used for configuring the private network's default gateway.
- D. The default gateway must be configured and available on the network prior to configuring the private network connection.

Correct Answer: C

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### QUESTION 2

When installing a Cisco Unified ICM Peripheral Gateway, which item does not need to be configured before activating the Peripheral Gateway?

- A. Cisco Unified ICM instance
- B. Logical Interface Controller record
- C. Physical Interface Controller record
- D. WebView

Correct Answer: D

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### QUESTION 3

When creating a dialed number in the Cisco Unified ICM Configuration Manager, it is necessary to select Permit Application Routing for which of the following?

- A. passing ECC variables to the Cisco Unified IP IVR to play messages to callers in queue
- B. when a type 9 VRU has been specified in ICM Configuration Manager Network VRU Explorer
- C. for parent/child deployments where the parent will route calls to this dialed number
- D. if this dialed number will be used as a label in a translation route to VRU

Correct Answer: C

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### QUESTION 4



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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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#### QUESTION 5

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

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