



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

Unified Contact Center Enterprise Implementation(UCCEI)

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### QUESTION 1

A Cisco Unified Contact Center Enterprise call center has a group of supervisors who handle supervisor assist calls from all agents, but do not take customer calls.

Which statement best describes how you would configure the supervisory assist function for all of the agents?

- A. Define a dialed number for each agent team; create a routing script that uses the agent- to-agent node branch to another agent-to-agent node if the primary supervisor is not available.
- B. Define a dialed number for each agent skill group; create a routing script that uses the agent-to-agent node.
- C. Define a dialed number for each agent skill group; create a routing script that uses the agent-to-agent node; branch to another agent-to-agent node if the primary supervisor is not available.
- D. Create a skill group to be used for supervisors; define a dialed number for each agent team; create a routing script that routes the agent to the LAA Select node for the supervisor skill group.
- E. Create a skill group to be used for supervisors; define a dialed number for each agent skill group; create a routing script that routes the agent to the LAA Select node for the supervisor skill group.

Correct Answer: D

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### QUESTION 2

Which two of the following options are functions of the Cisco Unified ICM Call Type Manager tool? (Choose two.)

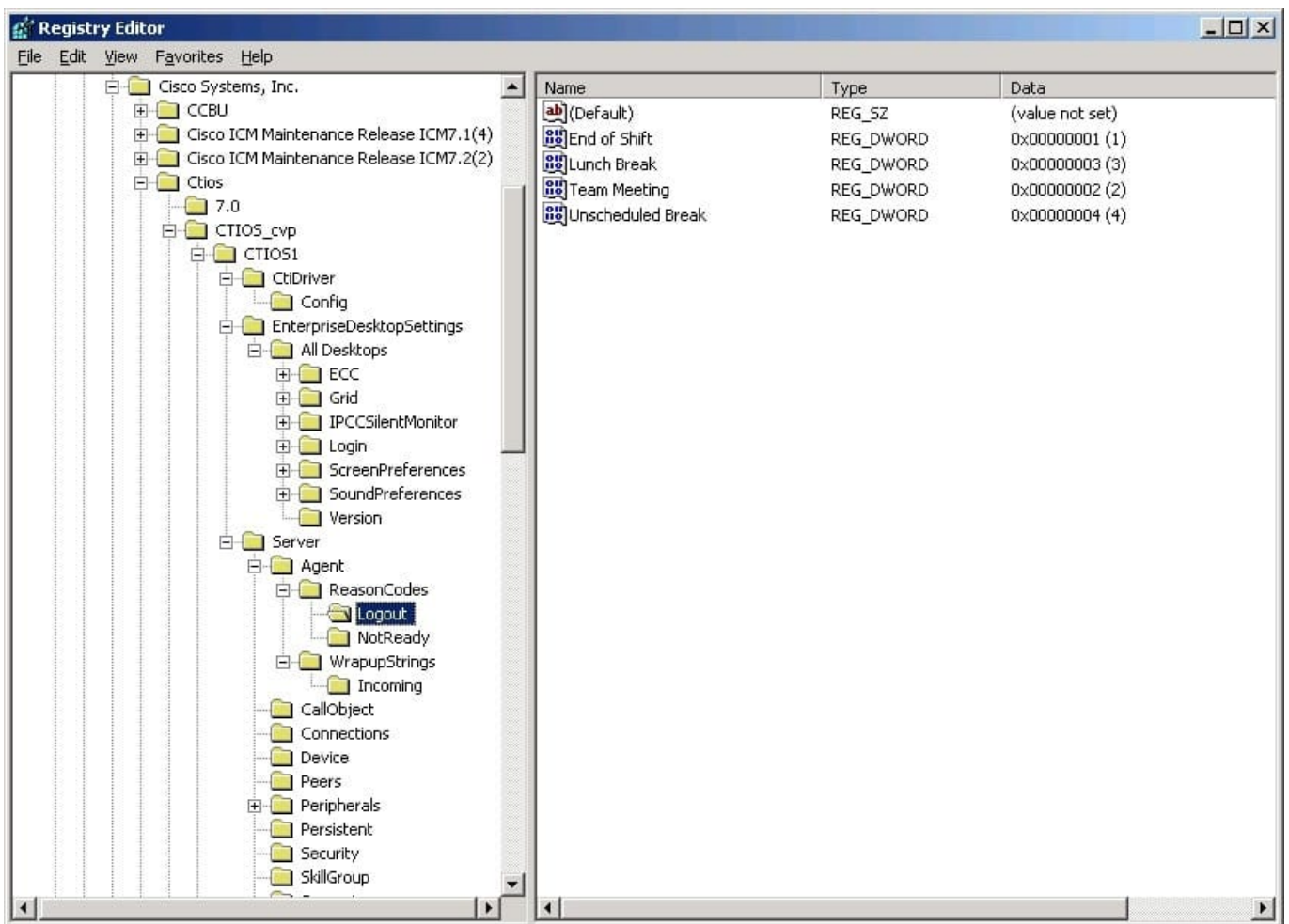
- A. map call types to routing scripts
- B. create call types
- C. create dialed numbers
- D. map dialed numbers to call types
- E. map call type to skill groups

Correct Answer: AD

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### QUESTION 3

The reason codes for the Cisco CTI OS Desktop clients are controlled by the registry keys of the Cisco CTI OS Server. The Cisco Unified ICM database tracks the reason codes.



What will be stored in the Cisco Unified ICM database for the "Lunch Break" logout reason code?

- A. The text from the registry key "Lunch Break"
- B. The number three (3)
- C. The number two (2) because it is the second in the list
- D. ICM does not track logout reason codes for agents in the Cisco Unified ICM Database

Correct Answer: B

#### QUESTION 4

In the Cisco Unified Contact Center Enterprise solution with Cisco Unified IP IVR, the system is configured to handle calls routed to agents that the agent does not answer. Which two are part of the configuration? (Choose two.)

- A. Configure a ring-no-answer time in agent desk settings.
- B. Create a Reroute on No Answer CTI route point in Cisco Unified Communications Manager.
- C. Configure a ring-no-answer dialed number in agent desk settings.



- D. Enable Target Requery in the Queue node of the ICM routing script.
- E. Configure a default script/application in the IP IVR to process the call automatically if the agent doesn't answer.

Correct Answer: AC

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#### QUESTION 5

The INCRP of the Cisco Unified ICM system can function in which two implementations? (Choose two.)

- A. Cisco Unified Contact Center Hosted Edition for communications to a customer instance (Cisco Unified ICM servers), to send and receive route requests
- B. Cisco gatekeeper environments providing H.323 destination alias and endpoint translation
- C. interconnecting different Cisco Unified Contact Center Enterprise solutions to send and receive route requests
- D. an SS7 service control point with carrier intelligent networks
- E. to communicate from a parent Cisco Unified ICM to a child or Cisco Unified System Contact Center Enterprise with the Gateway Peripheral Gateway

Correct Answer: AC

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