642-242 Q&As

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

In order for the Cisco Unified ICM platform to provide reports on all the ICM routed calls handled by agents on their extension, how must the ICM routing script be designed?

A. Redirect calls using Cisco Unified IP IVR scripts (.aef) while call is in queue.

B. Redirect calls using ICM transfers to a Cisco Unified Communications Manager hunt group for all the agents.

C. Redirect calls using the ICM queue to skill group, agent, or select nodes.

D. Redirect calls using ICM to the agent\\'s second line on their IP Phone with a Direct Label node.

Correct Answer: C

QUESTION 2

In the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, the Cisco Unified ICM routing script can call an external IP IVR script to play queue music to callers.

What is required for the queue music played to callers in queue and be immediately transferred to the agent when the agent becomes available?

A. The VRU script name in the Cisco Unified ICM Network VRU script list must match the IP IVR application script (.aef) name with the extension .aef.

B. The VRU script list entry must be checked as interruptible.

C. The VRU script list entry must be checked as overridable.

D. The VRU script list entry timeout must be greater than the actual length of the WAV file for it to be played properly.

Correct Answer: B

QUESTION 3

The Cisco Unified Contact Center Enterprise Outbound Option uses the global variable "Skill.OutboundPercent" in the Administrative Script that controls the outbound campaign. What does this variable control?

A. percent of dial list contacts to send to the Dialer at any given time

B. percent of agents in this skill group who can be used for outbound contacts

C. percent of contacts that are allowed to be abandoned by the campaign for regulatory compliance

D. percent of agents that must be available for the campaign to run

Correct Answer: B

QUESTION 4

In Cisco Unified Communications Manager 8.0, how is locations-based Call Admissions Control configured?

A. System Menu Location option to define each location in the centralized call-processing model

B. Advanced Features Menu Geolocation Configuration option to define each location in the centralized call-processing model

C. Call Routing Menu Location option to define each location in the centralized call- processing model

D. Application Menu Geolocation Configuration option to define each location in the centralized call-processing model

Correct Answer: A

QUESTION 5

Which two options must be installed and configured for the Cisco ICM Central Controller to be active? (Choose two.)

A. ICM Logger / Database server

B. WebView server

C. Application Gateway

D. Historical Database Server

E. ICM Call Router A

F. Peripheral Gateway

Correct Answer: AE

QUESTION 6

A Dialed Number Plan is configured in the Cisco Unified ICM configuration to manage and track agent-initiated calls. Dialed Number Plan patterns can contain wildcard values. Which of the following options is not acceptable to use in the wildcard pattern?

A. digits

B. letters

C. and

D. ?

E. #

Correct Answer: C

QUESTION 7

Which task can be completed in the Cisco Unified Contact Center Enterprise Translation Route Wizard?

A. Copy an existing configured translation route in Cisco Contact Center Enterprise.

B. Create CTI route points and CTI ports in Cisco Unified Communications Manager.

C. Rename an existing configured translation route in Cisco Contact Center Enterprise.

D. Report on existing configured translation routes in Cisco Contact Center Enterprise.

Correct Answer: D

QUESTION 8

When configuring the translation route for a Cisco Unified Contact Center Enterprise solution, which of the following configuration statements is correct?

A. The Cisco Media Control Group ID must match the Trunk Group Peripheral ID.

B. The Post-Route Translation Application ID must match the Trunk Group Peripheral ID.

C. The JTAPI Call Control Group ID must match the Trunk Group Peripheral ID.

D. The Trunk Group Peripheral ID must match the first JTAPI Trigger associated with Post- Route Translation Application ID.

Correct Answer: C

QUESTION 9

In a Cisco Unified Contact Center Enterprise routing script, how can you test the success of the Run External Script node?

A. When a Run External Script node exits through the failure branch, use an IF node to check the variable Peripheral.Status.

B. When a Run External Script node exits though the failure branch, use an IF node to check the variable Call.VRUStatus.

C. When a Run External Script node exits though the failure branch, use an IF node to check the variable Call.VRUProgress.

D. When a Run External Script node exits through the failure branch, use an IF node to check the variable Peripheral.Progress.

E. This feature is not currently supported within a routing script.

Correct Answer: B

QUESTION 10

Which two tools are required to add a Peripheral Gateway to the Cisco Unified Contact Center Enterprise? (Choose two.)

A. Cisco Unified ICM Security Account Manager

B. Cisco Unified ICM Setup utility

C. Cisco Unified ICM Support tools

D. Cisco Unified ICM Domain Manager

E. Peripheral Gateway Explorer tool

Correct Answer: BE

QUESTION 11

In a Cisco Unified ICM routing script, what is the best way to assign a sales call a higher priority in the system?

A. At the beginning of the Sales routing script, use the Queue Priority node to set the priority of all calls hitting that script to 1.

B. In the Queue to Skill Group node, set the call priority to 1 for any Sales skill group queue nodes.

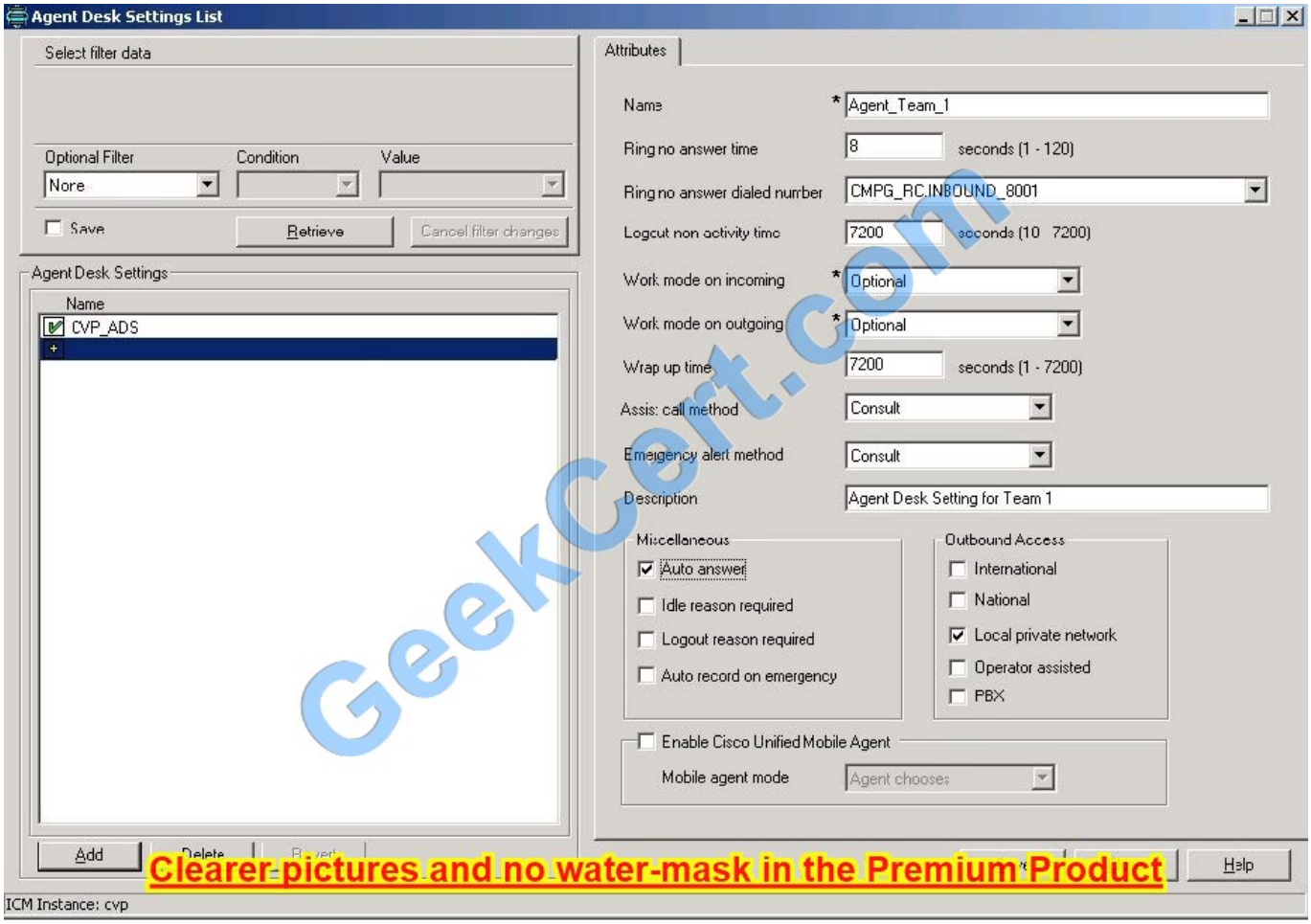
C. In the Queue to Skill Group node, set the call priority to 10 for any Sales skill group queue nodes.

D. Use a Queue Priority node for support and other non-sales calls with priority 1.

Correct Answer: B

QUESTION 12

In the Cisco Unified Contact Center Enterprise, using the CTI OS Desktop there is a standard button for "Supervisor Assist," which will find the team supervisor and bring them into the call.



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Using the Agent Desk Settings above, how is the supervisor brought into the call?

A. The supervisor will get a conference call from the agent, with just the agent first, then they can join the caller.

B. The supervisor will be joined into a conference with the agent and caller automatically.

C. The supervisor will be joined to a conference with the caller and the agent will be dropped from the call once the supervisor is connected.

D. The agent will have to manually consult the supervisor on their second line of the Cisco IP Phone.

Correct Answer: A

QUESTION 13

Refer to the exhibit.

In the Cisco Unified Contact Center Enterprise 8.0 Web Setup Tool for the Administration and Data Server, what is the purpose of the Site Name?

A. The Site Name groups all the Administration and Data Servers across all sites for common management.

B. The Site Name defines the Microsoft Windows Active Directory relationship for the Administration and Data Servers at a given site.

C. The Site Name groups Administration and Data Servers at a physical site to minimize the real-time feed data to the site from the call routers.

D. The Site Name is no longer used in the system; it is only in the tool for upgrade compatibility.

Correct Answer: C

QUESTION 14

In the Cisco Unified Contact Center Enterprise 8.0 Outbound Option with SIP Dialer, which configuration step is required in Cisco Unified Communications Manager?

A. A translation route must be built between the SIP Dialer peripheral and the Cisco Unified Communications Manager peripheral.

B. Additional busy line triggers must be enabled for the agent Cisco Unified IP phone to place and accept the reservation call from the SIP Dialer.

C. Each dialer port must be defined as a Cisco Unified VIP 30 IP Phone.

D. The SIP Dialer does not require any specific configuration elements in Cisco Unified Communications Manager.

Correct Answer: D

QUESTION 15

In a Cisco Unified Contact Center Enterprise solution using the Cisco IP IVR as a queue point, how do you transfer the caller to voice mail after the caller has already been placed in queue?

A. Within the IP IVR queue script, use the Redirect step; the destination variable should be configured as the Unity CTI port.

B. Within the IP IVR queue script, use the Redirect step; the destination variable should be configured as the voice mailbox extension number.

C. Within the IP IVR queue script, use the IP IVR Set Enterprise Call Data step; in the ICM routing script, send the call to a label node that is the Unity CTI port.

D. Within the IP IVR queue script, use the IP IVR Set Enterprise Call Data step; in the ICM routing script, send the call to a label node that is the voice mailbox extension number.

Correct Answer: D

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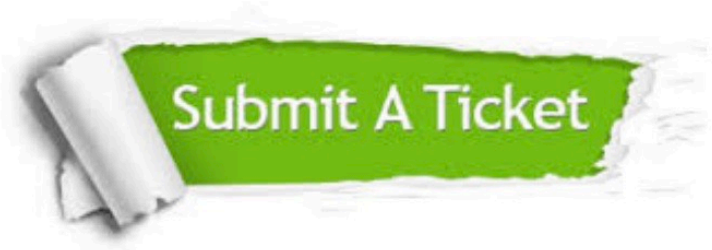

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