642-242$^{Q\&As}$

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

In a Cisco Unified Contact Center Enterprise deployment, the following have been created in the Cisco Unified Communications Manager:

There are two partitions:

UCCE - Contains CTI route points and agent phone DNs

INTERNAL - Contains CTI ports

There are three calling search spaces:

GW_CSS - Contains UCCE partition

CTI_CSS - Contains UCCE partition

AG_CSS - Contains UCCE and INTERNAL partitions

In this configuration, PSTN calls to CTI route points are failing to get into the Cisco Unified IP IVR for queuing treatment. Internal calls from agent phone to CTI route points get queuing treatment.

What needs to be changed in the Cisco Unified Communications Manager to fix this issue?

A. CSS (CTI_CSS) of the CTI route points should have partition INTERNAL.

B. CSS (GW_CSS) of the Gateway should have partition INTERNAL.

C. CSS (AG_CSS) of the agent phone should not have partition INTERNAL.

D. It is a configuration problem in ICM as it cannot route calls to IP IVR.

Correct Answer: B

QUESTION 2

In the Cisco Unified Contact Center Enterprise solution, agent reason and wrap up codes for a CTI OS deployment are configured in which of the following components?

A. Microsoft Windows registry of the agent\\'s desktop computer

B. ICM Configuration Manager on the Admin Workstation

C. Microsoft Windows registry of the CTI OS Server

D. Cisco Desktop Administrator

Correct Answer: C

QUESTION 3

Which two statements are correct when configuring device targets in a Cisco Unified Contact Center Enterprise solution? (Choose two.)

A. The correct configuration parameter for a device target is /devtype 7961 /dn 7901, where 7901 is the extension of the agent phone.

B. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 02000, where 02000 is the agent ID.

C. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 22000, where 22000 is the extension of the agent phone.

D. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 22000, where 22000 is the extension of the agent ID.

E. Device targets are not configured when using a System PG.

F. Device targets are not configured when using a Cisco Unified Communications Manager PG.

Correct Answer: CE

QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, if an agent is logged in and ready but their CTI OS Server fails, what is the impact to the agent?

A. The agent is automatically logged out and not allowed to process any new calls.

B. The agent is put into Not Ready state while the desktop fails over to the other CTI OS Server.

C. The agent phone is automatically reregistered with the Cisco Unified Communications Manager subscriber.

D. The agent stays in Ready mode and can process calls; however, they will not get CTI data until the desktop fails over to the other CTI OS Server.

Correct Answer: B

QUESTION 5

When installing the Agent Peripheral Gateway for Cisco Unified Communications Manager, what is the proper order for the installation steps?

A. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server. Create the JTAPI Application User in Cisco Unified Communications Manager for the Peripheral Gateway.

B. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window. Create the JTAPI Application User in Cisco Unified Communications Manager for the Peripheral Gateway.

C. Create the AXL Application User in Cisco Unified Communications Manager for the Peripheral Gateway. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window.

D. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window. Create the AXL Application User in Cisco Unified Communications Manager for the Peripheral Gateway. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server.

Correct Answer: B