



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

Pass Cisco 642-242 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/642-242.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

A default label can be configured for a dialed number in the Cisco Unified ICM Configuration Manager.

This default label is used under which two circumstances? (Choose two.)

- A. It is the default and is used in all situations.
- B. If a target cannot be determined within the timeout threshold of the routing client.
- C. If an ICM routing script reaches an End node without having produced a target.
- D. If a RONA event occurs when attempting to deliver a call to an agent.
- E. If an agent call fails due to call admission control.

Correct Answer: BC

QUESTION 2

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 3

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

QUESTION 4

Which item is not used in configuring a Cisco ICM VRU PIM on the Peripheral Gateway?

- A. instance name
- B. peripheral ID
- C. VRU connection port
- D. heartbeat interval

Correct Answer: A

QUESTION 5

Which interface is used by the Cisco Unified ICM VRU Peripheral Gateway to communicate with the Cisco Unified IP IVR?

- A. JTAPI
- B. H.323
- C. SIP
- D. GED-125 Service Control

Correct Answer: D

QUESTION 6

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 7

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

QUESTION 8

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 9

In order to run the setup program for a Cisco Unified ICM Server, what are the minimum permissions that must be granted to a user?

- A. domain admin, read write
- B. local user, read only
- C. SQL admin, read write



- D. local admin, read write
- E. domain admin, read only
- F. ICM admin, read write

Correct Answer: D

QUESTION 10

In the Cisco Unified Contact Center Enterprise solution, how are CTI route points and CTI ports created in the Unified IP IVR 4.0(x)?

- A. CTI route points and CTI ports are created and associated to the IP IVR user in Cisco Unified Communications Manager Administration prior to configuring the CTI route points in the IP IVR in the CRS Administration menu.
- B. CTI route points and CTI ports are created from the CRS Administration menu. The CRS Administration will automatically create and associate the CTI route points and CTI ports in Unified Communications Manager.
- C. CTI route points and CTI ports are created from the CRS Administration first and then the CTI route points and CTI ports are associated to the correct user using Unified Communications Manager Administration manually.
- D. CTI route points and CTI ports can either be created from the CRS Administration menu or from the Cisco Unified Communications Manager Administration as long as the CTI route points and CTI ports are associated to the correct IP IVR user profile.

Correct Answer: B

QUESTION 11

In the Cisco Unified Contact Center Enterprise Outbound Option, how are records to dial input into the Campaign Manager tool?

- A. The Outbound Import rule defines an ODBC connection to an external database to pull contact records to dial.
- B. Contact records can be imported only once per campaign via Microsoft Excel Spreadsheet.
- C. Contact records are provided in flat files on the Logger A machine for import.
- D. Users can manually enter contacts to dial in the Campaign Manager Contacts List tool.

Correct Answer: C

QUESTION 12

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.

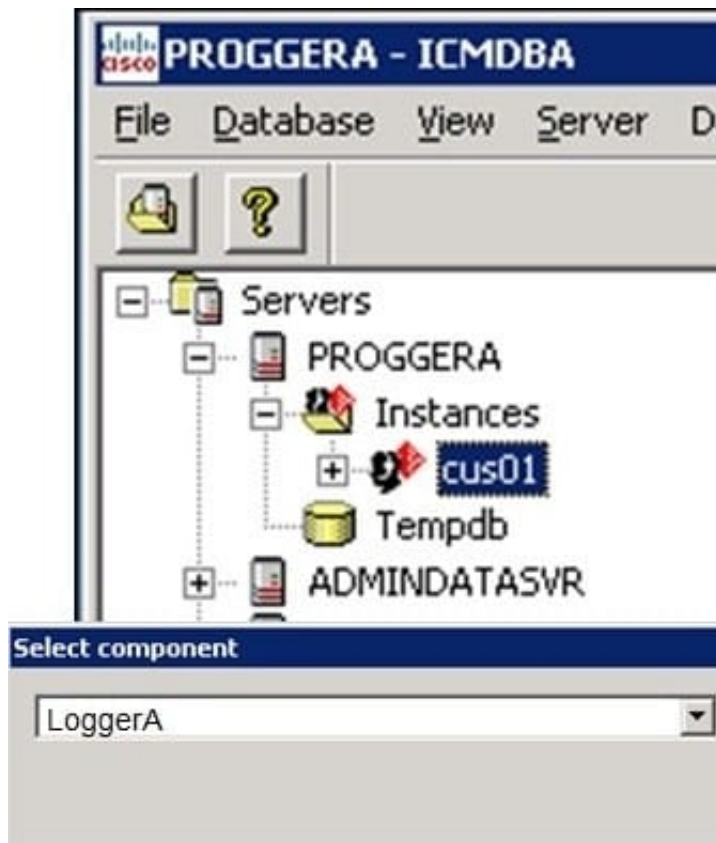


- B. Within the IP IVR queue script, use the Redirect step; the destination variable should be configured as the voice mailbox extension number.
- C. Within the IP IVR queue script, use the IP IVR Set Enterprise Call Data step; in the ICM routing script, send the call to a label node that is the Unity 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

QUESTION 13

Refer to the exhibit.



The Cisco Unified Contact Center Enterprise system uses the ICMDBA utility to manage the databases in the solution.

Which of the following databases is not managed by the ICMDBA tool?

- A. Logger Side A
- B. Logger Side B
- C. Outbound Option
- D. Dialer Port Map



E. Administration Data Server DDS

Correct Answer: D

QUESTION 14

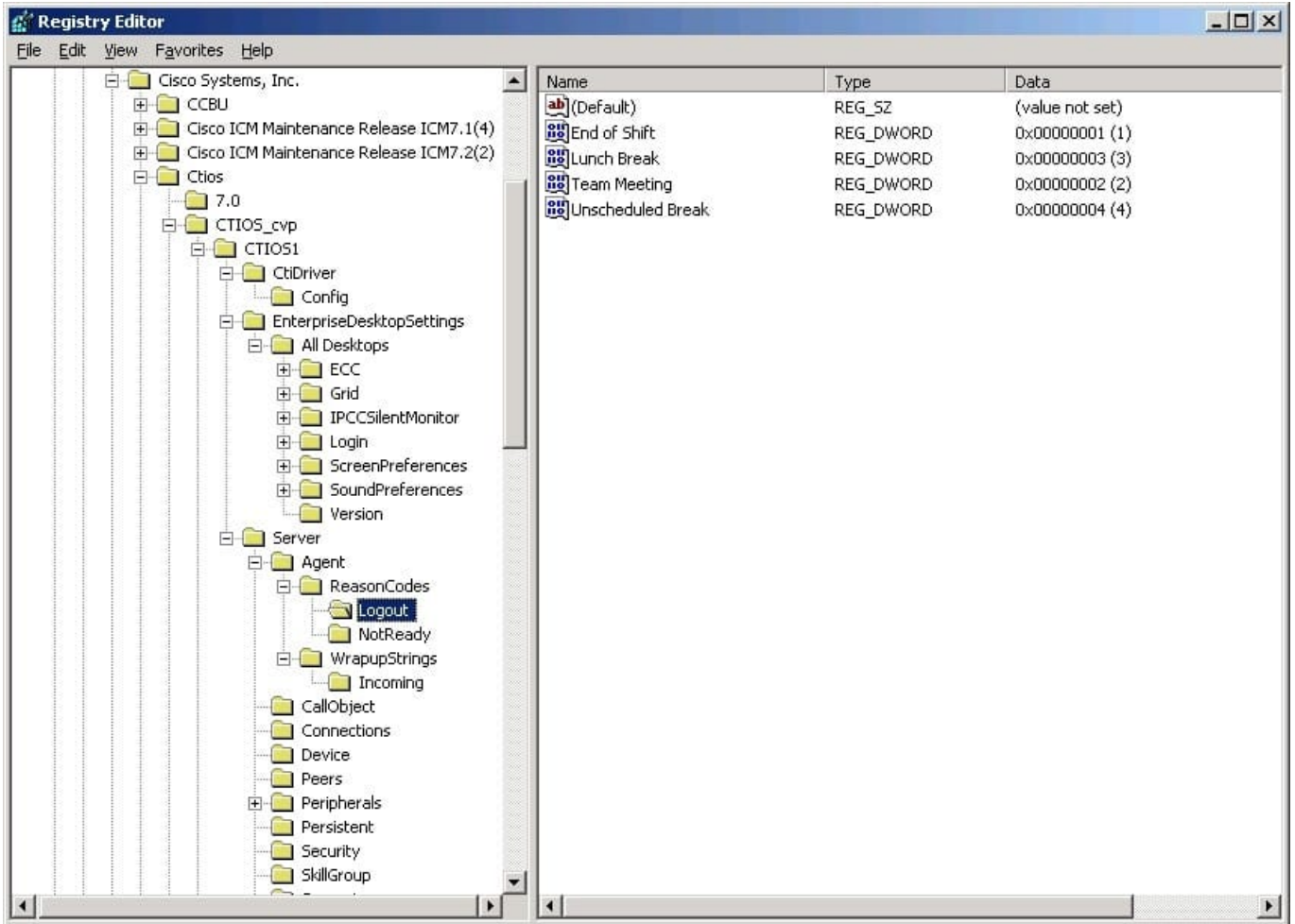
Which two tools are required to add a Peripheral Gateway to the Cisco Unified Contact Center Enterprise? (Choose two.)

- 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 15

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

[Latest 642-242 Dumps](#)

[642-242 Practice Test](#)

[642-242 Study Guide](#)