642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Which three tasks are supported by the Cisco Unified CCX editor? (Choose three.)

A. Perform reactive debugging without connecting to the Cisco Unified CCX cluster.

B. Save a script in repository.

C. Insert breakpoints in a script.

D. Create final variables.

E. Export a script to XML format.

Correct Answer: BCD

QUESTION 2

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

A. Timeout

B. SQL Error

C. Successful

D. No Data

Correct Answer: C

QUESTION 3

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?

A. 150

B. 200

C. 300

D. 400

Correct Answer: C

QUESTION 4

Which two items are automatically installed on the Cisco Unified CCX server by the Cisco Unified Contact Center Express Installer? (Choose two.)

A. IVR System Prompts

B. Cisco Supervisor Desktop

C. Unified Communications Operating System

D. Cisco Unified Communications Manager

E. Workforce Management

Correct Answer: AC

QUESTION 5

In the Cisco Unified CCX Editor, where do you start the debugger?

A. toolbar

B. Step palette

C. Design window

D. Variable window

Correct Answer: A

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