



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Which subsystem handles connections between the Cisco Unified Contact Center Express Server and the Enterprise Databases?

- A. Media
- B. JTAPI
- C. Database
- D. Application

Correct Answer: C

QUESTION 2

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 3

Which feature is available on Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments?

- A. wrap-up data
- B. high availability
- C. preview outbound dialer
- D. barge-in on Cisco Supervisor Desktop

Correct Answer: A

QUESTION 4

In addition to writing information to a trace file, the Cisco Unified CCX system sends standard event logging messages to a syslog server through which service?



- A. SNMP Trap
- B. Alarm
- C. CDP
- D. Win32

Correct Answer: B

QUESTION 5

A Cisco Unified Contact Center Express 7.0 deployment requires support for 20 concurrently logged-in agents. The agents are split across two remote sites, and the high-availability Cisco Unified CCX Engine, Database, VoIP Monitoring, and Recording server processes run at a central data center. The agents will be using CAD with Cisco Unified IP Phone 7960G and end-point monitoring. Very little recording and silent monitoring will be performed, and no historical reporting will be done during call center open hours.

What is the minimum number of Cisco Unified Contact Center Express hardware servers required for this Cisco Unified Contact Center Express deployment?

- A. 1 server
- B. 2 servers
- C. 3 servers
- D. 4 servers
- E. 5 servers

Correct Answer: B

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