



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

- A. Agent Name
- B. WrapUp Time
- C. Service Level
- D. Overflow CSQ
- E. Automatic Work
- F. CCX Application

Correct Answer: BCE

QUESTION 2

How many languages can be installed for the Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD)?

- A. one language for both the CAD and the CSD
- B. one language for the CAD and a different language for the CSD
- C. two languages for the CAD and one language for the CSD
- D. two languages for both the CAD and the CSD

Correct Answer: A

QUESTION 3

Which criterion can be used to control supervisor workflows?

- A. length of time an agent is in the NotReady state
- B. number of agents logged in
- C. number of calls abandoned
- D. duration of oldest call in queue

Correct Answer: D

QUESTION 4

What formula do you use to calculate the number of Voice Gateway ports?



- A. Erlang A
- B. Erlang B
- C. Erlang C
- D. IVR ports + agent phones

Correct Answer: B

QUESTION 5

Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.)

- A. chat with an SME
- B. send an email to an SME
- C. send enterprise data to an SME
- D. transfer a call to an SME
- E. start a Cisco WebEx session with an SME

Correct Answer: ACD

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