



# 642-165<sup>Q&As</sup>

Unified Communications Contact Center Express  
Implementation(UCCX)

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#### QUESTION 1

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Contact Service Queue
- B. Skill Groups
- C. Resource Groups
- D. competence levels

Correct Answer: A

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#### QUESTION 2

Which step can be used to trap runtime script errors and recover gracefully?

- A. Set
- B. Call Subflow
- C. On Exception Goto
- D. Get Reporting Statistic

Correct Answer: C

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#### QUESTION 3

In which two ways does remote monitoring allow the monitored call to be selected? (Choose two.)

- A. by agent name
- B. by agent extension
- C. by application ID
- D. by media group ID
- E. by CSQ ID

Correct Answer: BE

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#### QUESTION 4

Agent Email is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard



- B. Premium only
- C. Premium and Standard
- D. Premium and Enhanced

Correct Answer: B

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#### QUESTION 5

Select a statement about the Call Subflow step that is not true.

- A. A subflow can access all variables in the calling script.
- B. When the Call Subflow step executes, you can transfer values of variables from the calling flow to the subflow.
- C. After the Call Subflow step executes, you can transfer values of variables from the subflow to the calling flow.
- D. The same subflow can be invoked from different scripts.

Correct Answer: A

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