



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Which three components are installed from the Cisco Unified CCX Installer media? (Choose three.)

- A. iPlanet Web Server
- B. Cisco Unified CCX Engine
- C. Cisco Unified Operations Manager
- D. Cisco Unified Communications Manager
- E. Recording Component
- F. Informix DB

Correct Answer: BEF

QUESTION 2

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

QUESTION 3

Which interface is used to configure debug parameters for log files?

- A. Datastore Control Center
- B. trace configuration
- C. system parameters
- D. Control Center

Correct Answer: B

QUESTION 4

Which three statements describe the importing of contacts into a Cisco Unified Contact Center Express campaign?



(Choose three.)

- A. Phone1 is the only mandatory field.
- B. Up to three custom fields can be added.
- C. List filtering for "Do Not Call" is unsupported.
- D. When records have matching phone numbers, only one record is created.
- E. Imports can be automatically executed on a weekly basis.

Correct Answer: ACD

QUESTION 5

If an existing script is uploaded to the Cisco Unified CCX, what does Cisco Unified CCX ask?

- A. Do you want to debug the script?
- B. Do you want to refresh the script?
- C. Do you want to save the application?
- D. Do you want to validate the script?

Correct Answer: B

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