



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Where are Cisco Unified CCX users managed and their data stored when deployed with Cisco Unified Communications Manager Express?

- A. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Contact Center Express database
- B. in Application Administration with user data stored in the Cisco Unified Contact Center Express database
- C. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express database
- D. in Application Administration with user data stored in the Cisco Unified Communications Manager Express database

Correct Answer: B

QUESTION 2

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

QUESTION 3

What happens if all CTI ports for the configured Cisco Unified Communications Manager Telephony Group are busy when a new call arrives?

- A. The caller will receive network busy treatment.
- B. The caller will receive ringing treatment.
- C. Cisco Unified Communications Manager will forward the call to the directory number configured for forward-on busy for this CTI Route Point in Cisco Unified Communications Manager.
- D. An exception is raised, but the call is accepted and processed.
- E. Cisco Unified Communications Manager will forward the caller to the directory number configured in Cisco Unified CCX for overflow.

Correct Answer: C



QUESTION 4

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

- A. recording
- B. monitoring
- C. embedded browser
- D. call-control buttons

Correct Answer: D

QUESTION 5

What is the purpose of setting the Flush Input Buffer field of the Menu step to true?

- A. to release memory held by the prompt variable
- B. to clear previously entered input before the Menu step executes
- C. to specify if the step can be interrupted by an agent who becomes available
- D. to prevent the caller from entering a menu choice before the prompt has played

Correct Answer: B

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