



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

Unified Communications Contact Center Express  
Implementation(UCCX)

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### QUESTION 1

Which tool protects Cisco Unified Contact Center Express against worms, day-zero viruses, and other immediate security threats?

- A. Microsoft SQL Server 2000
- B. Microsoft Management Console
- C. Cisco Security Agent
- D. Quality Manager

Correct Answer: C

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### QUESTION 2

Which three tasks are supported by the Cisco Unified CCX editor? (Choose three.)

- A. Perform reactive debugging without connecting to the Cisco Unified CCX cluster.
- B. Save a script in repository.
- C. Insert breakpoints in a script.
- D. Create final variables.
- E. Export a script to XML format.

Correct Answer: BCD

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### QUESTION 3

Which codec should be selected when a Cisco Unified CCX cluster uses ASR?

- A. G.711
- B. G.723
- C. G.729
- D. Any codec works fine with ASR.

Correct Answer: A

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### QUESTION 4

Which three tasks are required to deploy a Cisco Unified CCX application? (Choose three.)



- A. create a trigger
- B. upload script to repository
- C. restart the Cisco Unified CCX Engine
- D. specify the maximum number of sessions
- E. configure default session timeout

Correct Answer: ABD

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#### QUESTION 5

What can help expose problems with script logic or validity by simulating the execution of a script?

- A. Alarm and Trace Configuration
- B. debug session
- C. script validation
- D. script refresh

Correct Answer: B

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