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

Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)

A. graphical reports

B. dockable windows

C. access to chat logs

D. URL push to agents

E. send an email to an agent

F. send a call in queue to a specific agent

Correct Answer: ABD

QUESTION 3

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

A. in the Cisco Supervisor Desktop

B. in CSQ configuration on Application Administration

C. in workflow groups on Cisco Desktop Work Flow Administrator

D. in resource configuration on Application Administration

Correct Answer: C

QUESTION 4

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

QUESTION 5

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

A. Timeout

B. SQL Error

C. Successful

D. No Data

Correct Answer: C

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