



642-165^{Q&As}

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

QUESTION 2

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

QUESTION 3

Presence integration is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard
- B. Premium only
- C. Premium with high availability only
- D. Premium and Enhanced

Correct Answer: A

QUESTION 4

In addition to writing information to a trace file, the Cisco Unified CCX system sends standard event logging messages to a syslog server through which service?

- A. SNMP Trap



B. Alarm

C. CDP

D. Win32

Correct Answer: B

QUESTION 5

Which criterion can be used to control supervisor workflows?

A. length of time an agent is in the NotReady state

B. number of agents logged in

C. number of calls abandoned

D. duration of oldest call in queue

Correct Answer: D

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