



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Which two steps check out a database connection from the connection pool? (Choose two.)

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Correct Answer: BC

QUESTION 2

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 3

Which feature is available on Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments?

- A. wrap-up data
- B. high availability
- C. preview outbound dialer
- D. barge-in on Cisco Supervisor Desktop

Correct Answer: A

QUESTION 4

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 5

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

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