



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

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 2

Which configuration enables a Cisco Unified Contact Center Express server to fail over to a secondary Cisco Unified Communications Manager server when the primary server fails?

- A. No special configuration is needed.
- B. Configure LDAP with a secondary profile.
- C. Configure a second Cisco Unified Communications Manager telephony user with an alternate range of CTI ports.
- D. Configure the telephony provider with a primary and secondary Cisco Unified Communications Manager IP address.

Correct Answer: D

QUESTION 3

Which Cisco Unified Contact Center Express platform set supports the use of an embedded Internet browser within the Cisco Agent Desktop?

- A. Premium only
- B. Enhanced and Premium only
- C. Standard, Enhanced, and Premium
- D. Cisco Unified Contact Center Express does not support an embedded Internet browser

Correct Answer: A

QUESTION 4

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

QUESTION 5

When a call terminates, which Cisco Unified CCX setting takes precedence over "Automatic Available" to determine the agent's next state?

- A. Automatic Work
- B. Resource Pool selection
- C. Prompt for this CSQ
- D. Service Level settings

Correct Answer: A

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