



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

A Cisco Unified Contact Center Enterprise routing script can send calls directly to a pre- defined label or extension on a Cisco Unified Communications Manager IP Phone.

What is the impact of that sort of routing on the system?

- A. The Cisco Unified Contact Center Enterprise solution will automatically take the call back based on the ring-no-answer settings for the agent group associated with the call if no one answers within the timeout parameter.
- B. The Cisco Unified Contact Center Enterprise solution cannot send calls outside the defined range of agent extensions / device targets in the system.
- C. The Cisco Unified Contact Center Enterprise solution loses track of the call and reports it as "transferred out".
- D. The Cisco Unified Contact Center Enterprise solution does not lose track of the call if the call is transferred to a monitored or agent extension / device target in the system.

Correct Answer: C

QUESTION 2

When configuring a Cisco Unified Communications Manager dial plan to allow for dialing 911 or placing other emergency calls, where should Urgent Priority be checked off in?

- A. route pattern
- B. route list
- C. route group
- D. calling search space

Correct Answer: A

QUESTION 3

In the Cisco Unified Contact Center Enterprise 8.0 solution, what is the proper order to deploy a new Administration and Data Server with HDS?

- A. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to setup the Administration and Data Server options.
- B. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the



instance to the server and setup the Administration and Data Server options.

C. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server and setup the Administration and Data Server options. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database.

D. Run the Cisco Unified Contact Center Enterprise Installer. Run the Cisco Unified Contact Center Enterprise ICMDDBA Tool to create the HDS database. Run the Cisco Unified Contact Center Enterprise Web Setup Tool to add the instance to the server and setup the Administration and Data Server options. Run the Cisco Unified Contact Center Enterprise Domain Manager if the Active Directory setup has not already been done.

Correct Answer: A

QUESTION 4

In the Cisco Unified Contact Center Enterprise 8.0 solution, if Logger B fails, what is the impact to the system?

- A. If Cisco Outbound Option is in use, all campaigns will stop until the Logger is restored.
- B. Reporting users will not be able to access Skill Group Real Time data from the system.
- C. Administration and Data Server with HDS servers that are pointed to Logger B will be missing the historical data until Logger B is restored.
- D. Administration and Data Server with HDS servers that are pointed to Logger B will automatically connect to Logger A for their historical data replication feed.

Correct Answer: C

QUESTION 5

When a call is queued for an agent using Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, which two methods can be used to play music to the waiting caller? (Choose two.)

- A. Configure the Cisco voice gateway to request the music media file from a media server.
- B. Specify a .wav file that contains music in the Cisco Unified IP IVR script.
- C. Configure a Cisco Unified Communications Manager Music on Hold source for the agent IP phone.
- D. In the Cisco Unified ICM routing script, use the Run External Script node to call a Cisco Unified IP IVR application like BasicQ.aef.
- E. Configure the voice gateway with a Real Time Streaming Protocol music source.

Correct Answer: BD