642-242^Q&As

Unified Contact Center Enterprise Implementation(UCCEI)

Pass Cisco 642-242 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/642-242.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

When installing a duplexed Cisco Unified Contact Center Enterprise solution with Cisco Agent Desktop, which of the following statements regarding the Cisco Agent Desktop server license is correct?

A. The license for the Cisco Agent Desktop server is tied to the MAC address of the server, so each Cisco Agent Desktop server must have a unique license file.

B. In a duplexed Cisco Agent Desktop server deployment, a license file is obtained and applied to the primary Cisco Agent Desktop server.

C. In a duplexed Cisco Agent Desktop server deployment, a license file is obtained and applied to the secondary Cisco Agent Desktop server.

D. In a duplexed Cisco Agent Desktop server deployment, a license file is obtained for the primary Cisco Agent Desktop server for half of the agents and a second license file is obtained for the secondary Cisco Agent Desktop server for the rest of the agents.

Correct Answer: B

QUESTION 2

In the Cisco Unified Contact Center Enterprise 8.0 Outbound Option, which statement is true?

A. The Outbound Option allows for a SIP and SCCP Dialer to be deployed on the same physical machine.

B. The Outbound Option only supports either SIP or SCCP Dialers in a single Cisco Unified Contact Center Enterprise deployment.

C. The reservation call that is made to hold the agent for the dialer-placed calls is done directly via the CTI desktop and does not generate a call in Cisco Unified Communications Manager.

D. The Outbound Option SIP Dialer only works with Cisco Unified Customer Voice Portal, not with the Cisco Unified IP IVR.

Correct Answer: C

QUESTION 3

When building a duplexed Cisco Unified ICM Call Router or Peripheral Gateway, there are at least two network cards that need to be configured, visible and private.

Which network card options should not be enabled on the private card? (Choose two.)

A. Client for Microsoft Networks and Internet Protocol (TCP/IP)

B. Cisco Discovery Protocol Packet Driver and File and Printer Sharing for Microsoft Networks

C. File and Printer Sharing for Microsoft Networks and Internet Protocol (TCP/IP)

D. Client for Microsoft Networks and File and Printer Sharing for Microsoft Networks

E. Internet Protocol (TCP/IP) and Network Monitor Tools

F. Microsoft Telnet and WINS Client

Correct Answer: BD

QUESTION 4

In the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, what is the impact to reporting when an IP IVR fails?

A. None ?Calls are automatically captured by the system and rerouted to another IP IVR.

B. Calls in the IP IVR will be lost and not reported at all in the system.

C. Call data about the call prior to the time spent in the IP IVR will be written to the database.

D. Call data about the call will be written to the database, including time spent in the IP IVR before it failed.

Correct Answer: C

QUESTION 5

In a typical Cisco Unified Contact Center Enterprise parent/child call flow, when a call is routed by the parent ICM to the child site and an agent is no longer available at that child, what are two options that the call may do? (Choose two.)

A. be queued at the child for the next available agent

B. be automatically routed to an error message at the child

C. receive RONA treatment in the child

D. be queued at the parent for an agent at any child site

E. be terminated

Correct Answer: AD

Latest 642-242 Dumps   642-242 VCE Dumps   642-242 Exam Questions