



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

Which item is not used in configuring a Cisco ICM VRU PIM on the Peripheral Gateway?

- A. instance name
- B. peripheral ID
- C. VRU connection port
- D. heartbeat interval

Correct Answer: A

QUESTION 2

What is the purpose of the Call Tracer function of the Cisco Unified ICM Script Editor?

- A. to test ingress and egress voice gateways
- B. to test ICM scripting logic
- C. to test IP IVR scripting logic
- D. to provide real-time monitoring of a script

Correct Answer: B

QUESTION 3

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 4

When installing the Agent Peripheral Gateway for Cisco Unified Communications Manager, what is the proper order for the installation steps?

- A. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server. Create the JTAPI Application User in Cisco Unified Communications Manager for the Peripheral Gateway.
- B. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window. Create the JTAPI Application User in Cisco Unified Communications Manager for the Peripheral Gateway.
- C. Create the AXL Application User in Cisco Unified Communications Manager for the Peripheral Gateway. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window.
- D. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window. Create the AXL Application User in Cisco Unified Communications Manager for the Peripheral Gateway. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server.

Correct Answer: B

QUESTION 5

In the Cisco Unified Communications Manager 4.1(x), what is the first step to create a new CTI route point to be associated with a JTAPI user?

- A. Create the CTI route point device and assign a directory number.
- B. Using device association, map the CTI route point directory number to the JTAPI user.
- C. Create a calling search space that includes the JTAPI user and CTI route point directory number.
- D. Create a new directory number and associate it to the JTAPI user.

Correct Answer: A

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