



# 642-242<sup>Q&As</sup>

Unified Contact Center Enterprise Implementation(UCCEI)

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### QUESTION 1

In a Cisco Unified Contact Center Enterprise deployment, the following have been created in the Cisco Unified Communications Manager:

There are two partitions:

UCCE - Contains CTI route points and agent phone DNs

INTERNAL - Contains CTI ports

There are three calling search spaces:

GW\_CSS - Contains UCCE partition

CTI\_CSS - Contains UCCE partition

AG\_CSS - Contains UCCE and INTERNAL partitions

In this configuration, PSTN calls to CTI route points are failing to get into the Cisco Unified IP IVR for queuing treatment. Internal calls from agent phone to CTI route points get queuing treatment.

What needs to be changed in the Cisco Unified Communications Manager to fix this issue?

- A. CSS (CTI\_CSS) of the CTI route points should have partition INTERNAL.
- B. CSS (GW\_CSS) of the Gateway should have partition INTERNAL.
- C. CSS (AG\_CSS) of the agent phone should not have partition INTERNAL.
- D. It is a configuration problem in ICM as it cannot route calls to IP IVR.

Correct Answer: B

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### QUESTION 2

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

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### QUESTION 3

In a Cisco Unified Contact Center Enterprise solution using the Cisco IP IVR as a queue point, how do you transfer the caller to voice mail after the caller has already been placed in queue?

- A. Within the IP IVR queue script, use the Redirect step; the destination variable should be configured as the Unity CTI port.
- B. Within the IP IVR queue script, use the Redirect step; the destination variable should be configured as the voice mailbox extension number.
- C. Within the IP IVR queue script, use the IP IVR Set Enterprise Call Data step; in the ICM routing script, send the call to a label node that is the Unity CTI port.
- D. Within the IP IVR queue script, use the IP IVR Set Enterprise Call Data step; in the ICM routing script, send the call to a label node that is the voice mailbox extension number.

Correct Answer: D

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### QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, what is a dialed number associated with in the ICM configuration database?

- A. an agent phone
- B. an IP IVR port
- C. a routing client
- D. a device target

Correct Answer: C

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### QUESTION 5

When there is a failure of the Cisco Unified Communications Manager CTI Manager service in a high-availability design, a contact center agent with a call in progress sees which behavior with the PIM /LOAD 0 option enabled?

- A. High-availability design means that there is no change of behavior visible to the agent.
- B. Call remains in progress; however, the CTI Desktop and Cisco IP Phone have no call control. When call completes, the agent's CTI Desktop is set to Not Ready after the failover is completed.
- C. Call will be terminated while Cisco IP Phone reregisters to alternate Cisco Unified Communications Manager CTI Manager service.
- D. Call remains in progress, but when call completes, the agent's IP Phone reregisters with the backup subscriber and the agent must restart the CTI Desktop software.



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Correct Answer: B

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