



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

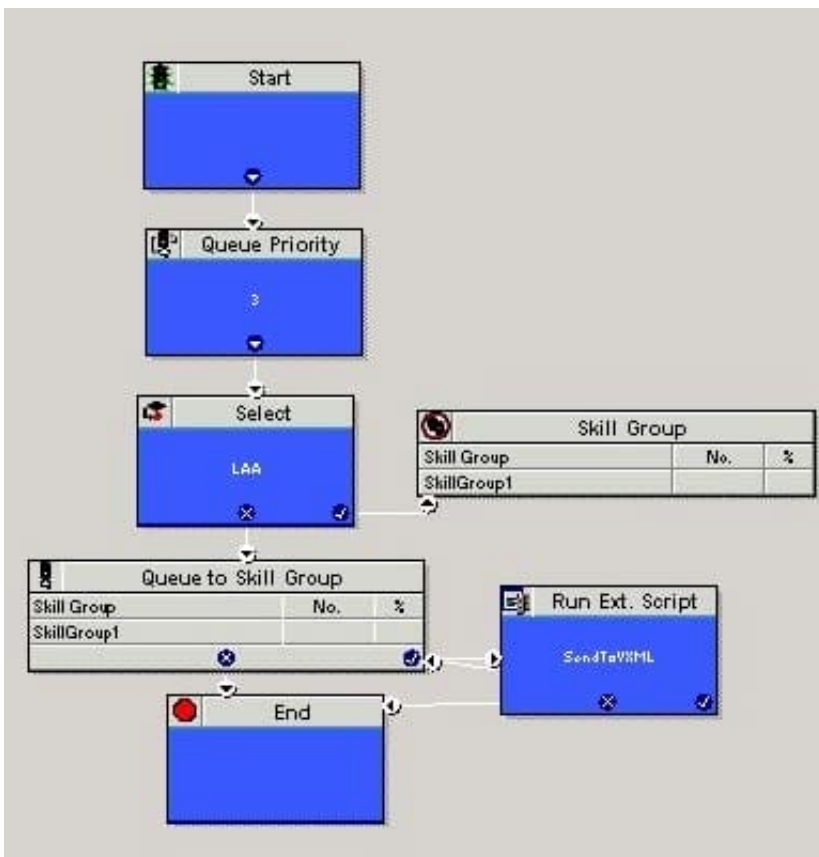
Which two of the following options are functions of the Cisco Unified ICM Call Type Manager tool? (Choose two.)

- A. map call types to routing scripts
- B. create call types
- C. create dialed numbers
- D. map dialed numbers to call types
- E. map call type to skill groups

Correct Answer: AD

QUESTION 2

The Cisco Unified Contact Center Enterprise can queue calls at different queue priorities.



In this sample script, at what priority will the call be queued?

- A. Three (3) ?As set in the Queue Priority node.
- B. Five (5) ?The default for the Queue to Skill Group node, unless it was set otherwise.



- C. None, as queue priority only is used when more than one skill group is used in the Queue to Skill.
- D. It depends, as each call hitting the script will reset the priority for all calls when the Queue Priority node is executed.

Correct Answer: B

QUESTION 3

In the Cisco Unified Contact Center Enterprise solution, the same object is configured in multiple components.

ICM		CCM		IP IVR
Dialed Number	↔	1	↔	None
Trunk Group	↔	CTI Port	↔	2
3	↔	CTI Route Point (IP IVR)	↔	JTAPI Trigger

Choose the correct set of matching terms that fill in the missing object names in each component.

- A. 1 = CTI route point 2 = JTAPI call control group 3 = DNIS (temporary label)
- B. 1 = CTI route point 2 = None 3 = DNIS (temporary label)
- C. 1 = CTI port 2 = JTAPI call control group 3 = CTI route point
- D. 1 = CTI route point 2 = JTAPI call control group 3 = None

Correct Answer: A

QUESTION 4

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

QUESTION 5



Cisco Unified Communications Manager 8.0 allows users to log into a shared phone using Cisco Extension Mobility.

Which configuration item is required to enable Cisco Extension Mobility Cross Cluster?

- A. In the user's End User profile, the Cisco Extension Mobility pane must have the "Enable Extension Mobility" check box selected.
- B. In the device profile of the shared phone, the "Enable Extension Mobility Cross Cluster" check box must be selected.
- C. A device profile must exist for Cisco Extension Mobility users, with the Cisco Extension Mobility Cross Cluster Calling Search Space field configured.
- D. The shared phone device profile must be associated to the user's End User profile in Cisco Unified Communications Manager.

Correct Answer: C

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