



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

A default label can be configured for a dialed number in the Cisco Unified ICM Configuration Manager.

This default label is used under which two circumstances? (Choose two.)

- A. It is the default and is used in all situations.
- B. If a target cannot be determined within the timeout threshold of the routing client.
- C. If an ICM routing script reaches an End node without having produced a target.
- D. If a RONA event occurs when attempting to deliver a call to an agent.
- E. If an agent call fails due to call admission control.

Correct Answer: BC

QUESTION 2

When installing Microsoft SQL Server for the Cisco Unified Contact Center Enterprise 7.0 release, which of the following settings is required for TempDB?

- A. Check Autogrow option (enable).
- B. Clear Autogrow option (disable).
- C. Increase the size of the TempDB database and logs to half the available disk space.
- D. Leave database settings for TempDB at the default SQL settings.

Correct Answer: B

QUESTION 3

There are 20 agents in the Sales skill group and 10 agents in the Customer Service skill group. All agents are currently busy handling customer calls. All agents are also members of both the Sales and Customer Service skill groups. Sales has 10 calls in queue, each with a priority of 5, and two calls in queue with a priority of 4. Customer Service has five calls in queue, each with a priority of 3.

Which type of call will be delivered to the next available agent?

- A. The next available agent will receive the longest queued Sales call with a priority of 5.
- B. The next available agent will receive the longest queued Sales call with a priority of 4.
- C. The next available agent will receive the longest queued Customer Service call with a priority of 5.



- D. The next available agent will receive the longest queued Customer Service call with a priority of 3.
- E. The next available agent will receive the call with the longest queued duration.
- F. The next available agent will receive the Customer Service call with a priority of 3.

Correct Answer: D

QUESTION 4

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 5

In a Cisco Unified Contact Center Enterprise system with redundant Cisco Unified IP IVRs deployed, how should the IP IVRs be configured?

- A. with both IP IVRs pointed to two of the Cisco Unified Communications Manager subscribers on the cluster using different Application User names
- B. with both IP IVRs pointed to dedicated Cisco Unified Communications Manager subscribers on the cluster using different Application User names, each pointing to their own subscriber
- C. with both IP IVRs pointed to dedicated Cisco Unified Communications Manager subscribers on the cluster using the same Application User names, each pointing to their own subscriber
- D. with each IP IVR pointed to two of the Cisco Unified Communications Manager subscribers on the cluster using the same Application User names

Correct Answer: A

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