



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

Unified Contact Center Enterprise Implementation(UCCEI)

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### QUESTION 1

In the Cisco Unified Contact Center Enterprise solution, calls can be routed directly to agents.

The screenshot shows a script editor with a flowchart and a configuration dialog. The flowchart includes nodes: Start, Agent to Agent (CM\_GENPG\_1), Select (LAA), Queue to Skill Group (SkillGroup1), Run Ext. Script (SendToVXML), and End. A 'Skill Group' table is shown with SkillGroup1. The 'Agent to Agent Properties' dialog is open, showing 'Select agent by: Peripheral number' and 'Peripheral: CM\_GENPG\_1'. The 'Agent: peripheral number expression' field contains 'Call.CallerEnteredDigits'. A checkbox 'Node fails if agent is unavailable' is checked.

In this script and agent-to-agent node, how is the agent selected?

- A. The requested agent's name is stored in the Caller Entered Digits field for the call, and the system will select the agent by name.
- B. The requested agent's login ID (number) is stored in the Caller Entered Digits field for the call, and the system will select the agent by number.
- C. The requested agent must be logged in for the system to select that agent from Skill Group 1.
- D. The script is not valid, because the call is not at an agent, so the agent-to-agent node cannot be used.

Correct Answer: B

### QUESTION 2

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)

- A. ICM Organizational Unit
- B. ICM facility
- C. ICM SQL facility
- D. ICM Windows instance
- E. ICM instance



F. ICM agent users

Correct Answer: ABE

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### QUESTION 3

Microsoft Windows service accounts are created for the Cisco Unified ICM 8.0(x) application to run. Which statement is true?"

- A. Service accounts are created in Active Directory in the Cisco Organizational Unit by the Cisco Unified ICM Domain Manager tool.
- B. Service accounts are created by Cisco Unified ICM Setup in the root organizational unit.
- C. Service accounts cannot be relocated from their installed directory.
- D. Service accounts are created as local users on Cisco Unified ICM Servers.

Correct Answer: C

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### QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, it is possible to double count calls based on the way calls are routed. Which two events require the use of a different call type to prevent double counting calls in reports? (Choose two.)

- A. The routing script logic transfers the call to a different routing script.
- B. Supervisor / emergency assist scripts are used.
- C. An available agent walks away from a desk and the caller receives reroute on ring-no- answer call treatment.
- D. The caller selects the option to transfer to voice mail while in queue.
- E. A routing script queues a call to more than one skill group.

Correct Answer: BC

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### QUESTION 5

In the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, which statement is false?

- A. A duplex IVR PG can be split across the WAN provided there are IP IVRs at each location and they are local to a Cisco Unified Communications Manager subscriber.
- B. Loss of visible connection between Peripheral Gateways will not affect calls if the private network is uninterrupted.



C. Latency between the IVR and PG cannot exceed 100 ms on the visible network link.

D. A Cisco Unified IP IVR can communicate to only one side of the duplex Peripheral Gateway pair.

Correct Answer: B

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