

642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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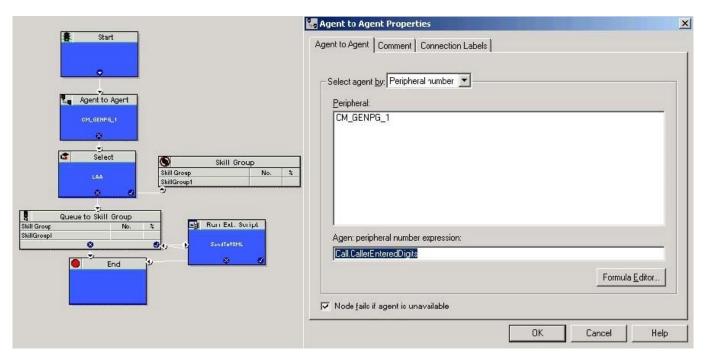
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QUESTION 1

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



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



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F. ICM agent users

Correct Answer: ABE

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

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

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.



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- 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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