



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

On the Cisco Unified Contact Center Enterprise Peripheral Gateway, which process would detect a failure between the Peripheral Gateway and the ICM Call Router?

- A. OPC
- B. PIM
- C. MDS
- D. PGAGENT

Correct Answer: D

QUESTION 2

What is the purpose of the Call Tracer function of the Cisco Unified ICM Script Editor?

- A. to test ingress and egress voice gateways
- B. to test ICM scripting logic
- C. to test IP IVR scripting logic
- D. to provide real-time monitoring of a script

Correct Answer: B

QUESTION 3

In the Cisco Unified Contact Center Enterprise 8.0 Outbound Option, which statement is true?

- A. The Outbound Option allows for a SIP and SCCP Dialer to be deployed on the same physical machine.
- B. The Outbound Option only supports either SIP or SCCP Dialers in a single Cisco Unified Contact Center Enterprise deployment.
- C. The reservation call that is made to hold the agent for the dialer-placed calls is done directly via the CTI desktop and does not generate a call in Cisco Unified Communications Manager.
- D. The Outbound Option SIP Dialer only works with Cisco Unified Customer Voice Portal, not with the Cisco Unified IP IVR.

Correct Answer: C

QUESTION 4

A Cisco Unified Contact Center Enterprise routing script can send calls directly to a pre- defined label or extension on a



Cisco Unified Communications Manager IP Phone.

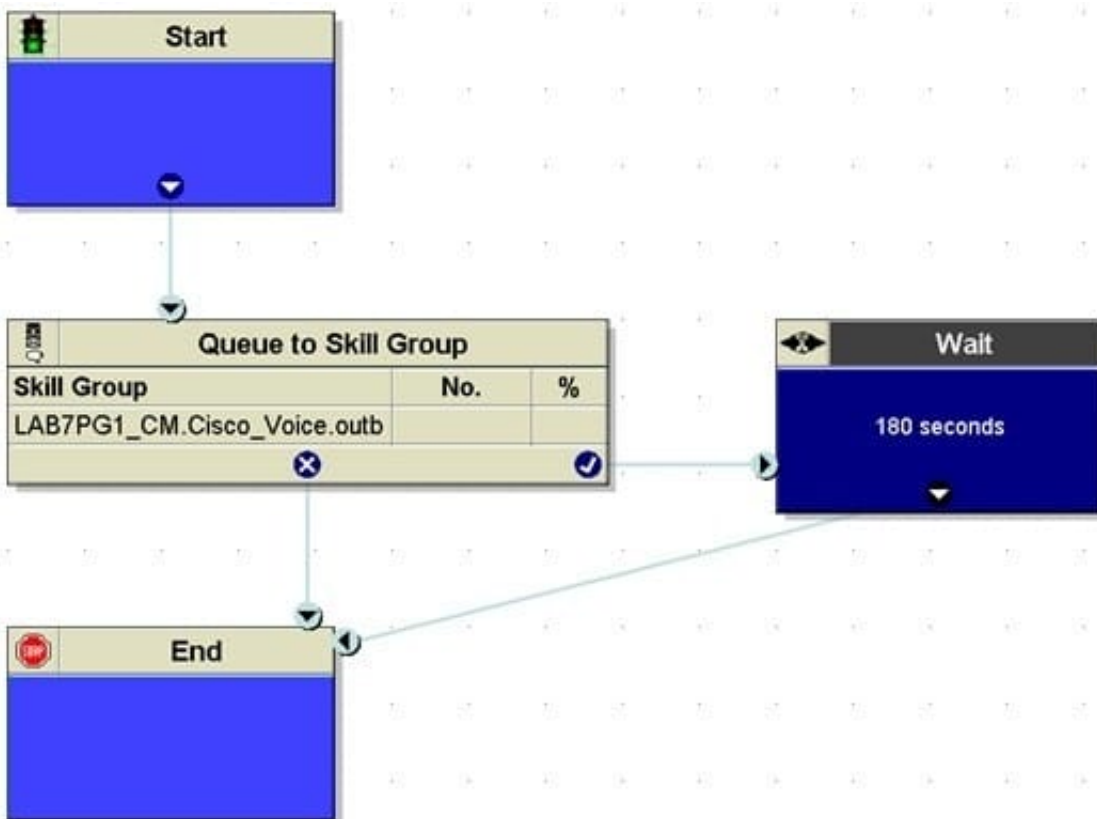
What is the impact of that sort of routing on the system?

- A. The Cisco Unified Contact Center Enterprise solution will automatically take the call back based on the ring-no-answer settings for the agent group associated with the call if no one answers within the timeout parameter.
- B. The Cisco Unified Contact Center Enterprise solution cannot send calls outside the defined range of agent extensions / device targets in the system.
- C. The Cisco Unified Contact Center Enterprise solution loses track of the call and reports it as "transferred out".
- D. The Cisco Unified Contact Center Enterprise solution does not lose track of the call if the call is transferred to a monitored or agent extension / device target in the system.

Correct Answer: C

QUESTION 5

Refer to the exhibit.



The Cisco Unified Contact Center Enterprise Outbound Option uses a reservation script to find an available agent for the outbound contact.

Which of the following statements is true about this reservation script?



- A. If no agents are available in the skill group, the script will wait 180 seconds before checking again for an agent to reserve for this outbound contact.
- B. This is not a valid reservation script; there is no queue music being played during the 180-second wait.
- C. If the skill group is also used for inbound calls, there will be a race condition to reserve the same agent.
- D. If no agents are logged into the skill group, the outbound contact will be cancelled.

Correct Answer: D

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