



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

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

QUESTION 2

Which Cisco Unified ICM ConfigManager tool is used to enable Expanded Call Context variables?

- A. System Information
- B. PG Explorer
- C. Call Type Manager
- D. User Variable List

Correct Answer: A

QUESTION 3

When installing Cisco Unified IP IVR version 4.0(1), which three types of LDAP server information must be configured? (Choose three.)

- A. LDAP server type
- B. LDAP server host name or IP address
- C. Cisco LDAP license file
- D. LDAP administrator password
- E. LDAP language codec
- F. Fully Qualified Domain Name of the LDAP server

Correct Answer: ABD

QUESTION 4



When planning an upgrade for the Cisco Unified Contact Center Enterprise solution, what is the proper order for upgrading the solution components?

- A. Upgrade the Cisco Unified Communications Manager cluster. Upgrade the Cisco Unified Communications Manager Peripheral Gateways. Upgrade the Administration and Data servers. Upgrade the Call Router and Logger servers.
- B. Upgrade the Cisco Unified Communications Manager Peripheral Gateways. Upgrade the Cisco Unified Communications Manager cluster. Upgrade the Call Router and Logger servers. Upgrade the Administration and Data servers.
- C. Upgrade the Call Router and Logger servers. Upgrade the Administration and Data servers. Upgrade the Cisco Unified Communications Manager Peripheral Gateways. Upgrade the Cisco Unified Communications Manager cluster.
- D. Upgrade the Administration and Data servers. Upgrade the Call Router and Logger servers. Upgrade the Cisco Unified Communications Manager cluster. Upgrade the Cisco Unified Communications Manager Peripheral Gateways.

Correct Answer: C

QUESTION 5

In a Cisco Unified Contact Center Enterprise deployment, the following have been created in the Cisco Unified Communications Manager:

There are two partitions:

UCCE - Contains CTI route points and agent phone DNs

INTERNAL - Contains CTI ports

There are three calling search spaces:

GW_CSS - Contains UCCE partition

CTI_CSS - Contains UCCE partition

AG_CSS - Contains UCCE and INTERNAL partitions

In this configuration, PSTN calls to CTI route points are failing to get into the Cisco Unified IP IVR for queuing treatment. Internal calls from agent phone to CTI route points get queuing treatment.

What needs to be changed in the Cisco Unified Communications Manager to fix this issue?

- A. CSS (CTI_CSS) of the CTI route points should have partition INTERNAL.
- B. CSS (GW_CSS) of the Gateway should have partition INTERNAL.
- C. CSS (AG_CSS) of the agent phone should not have partition INTERNAL.
- D. It is a configuration problem in ICM as it cannot route calls to IP IVR.

Correct Answer: B



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