



# 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, how is the supervisor account/login created?

- A. created manually in the Cisco Agent Desktop Administrator
- B. created as a user in the Microsoft Windows Active Directory
- C. created with permission to the Cisco Root ICM Setup group via the ICM Domain Manager tool
- D. created with an association to one and only one skill group for their team

Correct Answer: B

### QUESTION 2

Drag the OutboundControl variable value from the Cisco Unified Contact Center Enterprise Administrative Script for Outbound Option from the left and drop it on the matching description on the right.

PREVIEW\_DIRECT\_ONLY

PREDICTIVE\_ONLY

PREVIEW\_BLENDED

PROGRESSIVE\_BLENDED

Agents are routed outbound contacts based on a fixed number of calls to place when the agent is not working on an inbound contact.

Agents are given the option to place a call to a contact when they are not working on an inbound contact.

Agents are given the option to place a call to a contact using their Cisco Unified IP phone with no inbound contacts.

Agents are routed outbound contacts based on real-time performance of the campaign with no inbound contacts.

Correct Answer:



Drag the OutboundControl variable value from the Cisco Unified Contact Center Enterprise Administrative Script for Outbound Option from the left and drop it on the matching description on the right.

PROGRESSIVE\_BLENDED

PREVIEW\_BLENDED

PREVIEW\_DIRECT\_ONLY

PREDICTIVE\_ONLY

### QUESTION 3

Which two tools are required to add a Peripheral Gateway to the Cisco Unified Contact Center Enterprise? (Choose two.)

- A. Cisco Unified ICM Security Account Manager
- B. Cisco Unified ICM Setup utility
- C. Cisco Unified ICM Support tools
- D. Cisco Unified ICM Domain Manager
- E. Peripheral Gateway Explorer tool

Correct Answer: BE

### QUESTION 4

When configuring the translation route for a Cisco Unified Contact Center Enterprise solution, which of the following configuration statements is correct?

- A. The Cisco Media Control Group ID must match the Trunk Group Peripheral ID.
- B. The Post-Route Translation Application ID must match the Trunk Group Peripheral ID.
- C. The JTAPI Call Control Group ID must match the Trunk Group Peripheral ID.
- D. The Trunk Group Peripheral ID must match the first JTAPI Trigger associated with Post-Route Translation Application ID.



Correct Answer: C

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#### QUESTION 5

Which two statements are correct when configuring device targets in a Cisco Unified Contact Center Enterprise solution? (Choose two.)

- A. The correct configuration parameter for a device target is /devtype 7961 /dn 7901, where 7901 is the extension of the agent phone.
- B. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 02000, where 02000 is the agent ID.
- C. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 22000, where 22000 is the extension of the agent phone.
- D. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 22000, where 22000 is the extension of the agent ID.
- E. Device targets are not configured when using a System PG.
- F. Device targets are not configured when using a Cisco Unified Communications Manager PG.

Correct Answer: CE

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