642-242^Q&As

Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

Refer to the exhibit.

During the installation of the Cisco Unified IP IVR, the AXL Service Providers must be selected.

Which of the following statements is true?

A. The AXL Application User "ipivraxl" is created in the Cisco Unified Communications Manager from this screen in the Cisco Unified IP IVR.

B. The AXL Service Providers that are listed on the screen had to be manually entered into the Cisco Unified IP IVR.

C. The server that is using the IP address 10.1.10.112 is Cisco Unified Presence.

D. The Cisco Unified IP IVR will log into the server with the IP address of 10.1.10.112 using the "ipivraxl" Application User.

Correct Answer: D

QUESTION 2

The Cisco Unified Contact Center Enterprise can queue calls at different queue priorities.
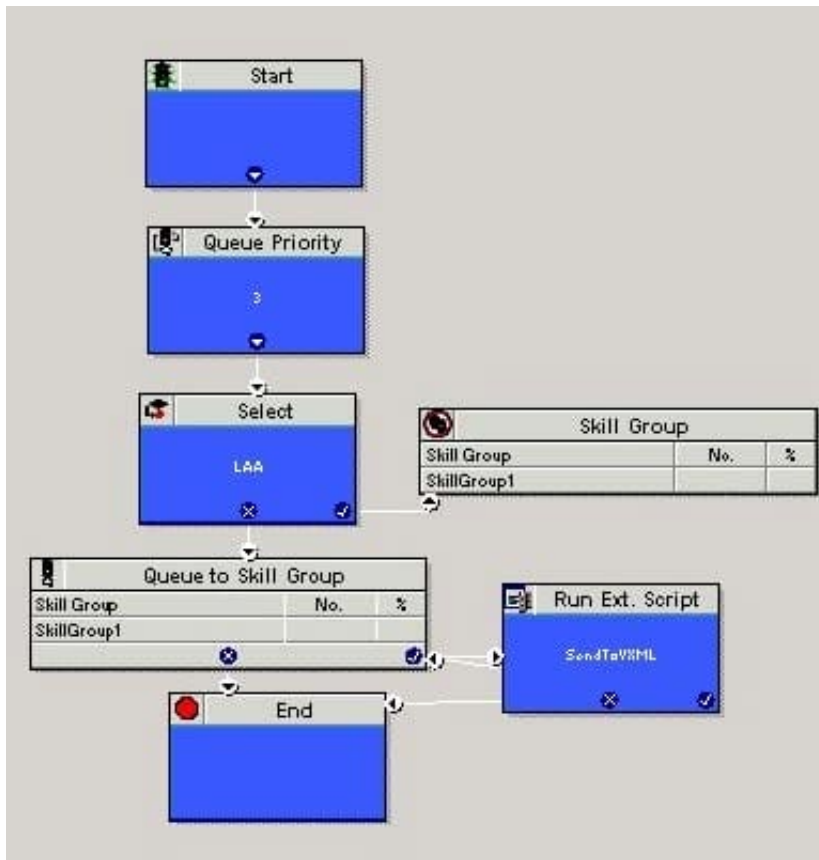
In this sample script, at what priority will the call be queued?

A. Three (3) ?As set in the Queue Priority node.

B. Five (5) ?The default for the Queue to Skill Group node, unless it was set otherwise.

C. None, as queue priority only is used when more than one skill group is used in the Queue to Skill.

D. It depends, as each call hitting the script will reset the priority for all calls when the Queue Priority node is executed.

Correct Answer: B

QUESTION 3

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

QUESTION 4

Media termination points in Cisco Unified Communications Manager provide media services such as call hold and call transfer for a call routed to an H.323 endpoint.

To configure an MTP resource, which two items must be configured? (Choose two.)

A. MTP type

B. MAC address

C. media routing domain

D. device pool

E. location

Correct Answer: AD

QUESTION 5

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