



# 642-165<sup>Q&As</sup>

Unified Communications Contact Center Express  
Implementation(UCCX)





## Pass Cisco 642-165 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/642-165.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





### QUESTION 1

Which subsystem handles connections between the Cisco Unified Contact Center Express Server and the Enterprise Databases?

- A. Media
- B. JTAPI
- C. Database
- D. Application

Correct Answer: C

---

### QUESTION 2

What is the maximum round-trip time between Cisco Unified CCX servers in a WAN deployment?

- A. 2 ms
- B. 10 ms
- C. 50 ms
- D. 80 ms

Correct Answer: D

---

### QUESTION 3

Which three tasks are supported by the Cisco Unified CCX editor? (Choose three.)

- A. Perform reactive debugging without connecting to the Cisco Unified CCX cluster.
- B. Save a script in repository.
- C. Insert breakpoints in a script.
- D. Create final variables.
- E. Export a script to XML format.

Correct Answer: BCD

---

### QUESTION 4

In Cisco Unified CCX Administration, what is created on the Communications Manager when you add a Cisco Unified Communications Manager Telephony group?



- A. CTI Ports
- B. CTI Route Point
- C. Cisco Unified CCX Call Control Group
- D. Cisco Unified Communications Manager Call Control Group

Correct Answer: A

---

#### QUESTION 5

Which of the following is not an input that is required when you install Cisco Unified CCX?

- A. application username
- B. platform administrator username
- C. IP address
- D. default language
- E. time zone

Correct Answer: D

---

#### QUESTION 6

An organization wants to collect an account number from a customer via IVR prompting. Then, using a keystroke macro, the customer wants to insert the account number into the account

the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer record. Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?

- A. Cisco Unified CCX Standard
- B. Cisco Unified CCX Enhanced
- C. Cisco Unified CCX Premium
- D. Cisco Unified CCX Enterprise
- E. Cisco Unified IP IVR

Correct Answer: B

---

#### QUESTION 7

Select a statement about the Call Subflow step that is not true.



- A. A subflow can access all variables in the calling script.
- B. When the Call Subflow step executes, you can transfer values of variables from the calling flow to the subflow.
- C. After the Call Subflow step executes, you can transfer values of variables from the subflow to the calling flow.
- D. The same subflow can be invoked from different scripts.

Correct Answer: A

---

#### QUESTION 8

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

- A. in the Cisco Supervisor Desktop
- B. in CSQ configuration on Application Administration
- C. in workflow groups on Cisco Desktop Work Flow Administrator
- D. in resource configuration on Application Administration

Correct Answer: C

---

#### QUESTION 9

When a call terminates, which Cisco Unified CCX setting takes precedence over "Automatic Available" to determine the agent's next state?

- A. Automatic Work
- B. Resource Pool selection
- C. Prompt for this CSQ
- D. Service Level settings

Correct Answer: A

---

#### QUESTION 10

Presence integration is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard
- B. Premium only
- C. Premium with high availability only
- D. Premium and Enhanced



Correct Answer: A

---

#### QUESTION 11

During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

- A. Timeout
- B. SQL Error
- C. Successful
- D. No Data

Correct Answer: C

---

#### QUESTION 12

Which two tasks must an administrator perform on Cisco Desktop Administrator to support presence integration? (Choose two.)

- A. Assign a contact list to a CSQ.
- B. Assign a contact list to a workflow group.
- C. Assign an SME to a contact list.
- D. Assign a contact list to a skill.
- E. Assign an SME to a CSQ.

Correct Answer: BC

---

#### QUESTION 13

Which feature is available on Cisco Unified Contact Center Express with Cisco Unified Communications Manager Express deployments?

- A. wrap-up data
- B. high availability
- C. preview outbound dialer
- D. barge-in on Cisco Supervisor Desktop

Correct Answer: A

---

#### QUESTION 14



In the Cisco Unified CCX Editor, where do you start the debugger?

- A. toolbar
- B. Step palette
- C. Design window
- D. Variable window

Correct Answer: A

---

#### QUESTION 15

Which three Cisco Unified Contact Center Express Application Administration tasks may be performed by a supervisor who does not have administrative privilege? (Choose three.)

- A. Delete a resource group.
- B. Remove a skill from a CSQ.
- C. Enable automatic work on a CSQ.
- D. Modify the skill competence level of an agent.
- E. Create a resource.
- F. Delete a skill.

Correct Answer: BCD

[642-165 PDF Dumps](#)

[642-165 Practice Test](#)

[642-165 Exam Questions](#)