

Exam Code: 642-162

Exam Name: Contact Center Express
Implementation(IPCCX)

Vendor: CISCO

Version: DEMO

Part: A

1: When would the Cisco Supervisor Desktop fail to show an agent that is logged in?

- A.The agent is not ready.
- B.The agent is not on a call.
- C.The agent is an IP phone agent.
- D.The agent is not in the team currently being viewed by the supervisor.

Correct Answers: D

2: What are three of the fields used in defining a CSQ in IPCC Express Enhanced? (Choose three.)

- A.WrapUp Time
- B.Service Level
- C.Overflow CSQ
- D.Agent Name
- EAutomatic Work
- F.CRS Application

Correct Answers: A B E

3: What formula do you use to calculate the number of agents in a Call Center?

- A.Erlang B
- B.Erlang C
- C.AHT * BHCA
- D.VG ports + IVR ports

Correct Answers: B

4: What types of orders are exempt from using the IPCC Express Configuration and Ordering Tool?

- A.orders for coresident deployments
- B.orders for adding more seats
- C.orders for upgrading from standard
- D.orders with less than five seats
- E.all orders require using the IPCC Express Configuration and Ordering Tool

Correct Answers: E

5: What issues notification messages for CRS engine errors?

- A.SNMP Trap
- B.Alarm
- C.CDP
- D.syslog

Correct Answers: A

6: 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. Connection Not Available

Correct Answers: C

7: What is the Flush Input Buffer setting used for in the Input tab of the Menu step?

- A. to release memory held by the prompt variable
- B. to clear the value of the menu choice before the prompt is played
- C. to prevent the previous value from being used again on the menu choice
- D. to prevent the caller from entering a menu choice before the prompt has played

Correct Answers: B

8: How are CTI ports in a CTI Port Group added on the CRS Server?

- A. They must be created in Cisco Unified CallManager in ascending order (i.e., 1001, 1002, and 1003) with no gaps or missing numbers in the group.
- B. They can be assigned as a range of ports in CRS Application Administration.
- C. They are the same as the CTI Route Points in the Cisco Unified CallManager and automatically built in CRS when they are associated with the JTAPI user.
- D. They are the same as the CTI Route Points in the Cisco Unified CallManager and automatically built in CRS when they are associated with the RM JTAPI user.

Correct Answers: B

9: Which statement is true about the default e-mail address used in the E-mail Subsystem Configuration page?

- A. If no From field is specified with an address in the Send E-mail step, it will use the default.
- B. All Send E-mail steps are automatically sent as a Blind cc: to the default.
- C. Alarms that are generated by the CRS Server are automatically sent to it.
- D. If no e-mail contact is specified in the Create E-mail step, the default is used.

Correct Answers: A

10: What is the maximum number of CTI ports for a Cisco Unified Contact Center Express 4.0 Standard deployment?

- A. 150
- B. 200
- C. 300
- D. varies based on the number of expansion servers used
- E. varies based on the number of applications configured

Correct Answers: C

11: CiscoWorks IP Telephony Environment Monitor (ITEM) provides what two serviceability capabilities? (Choose two.)

- A. Tool to collect syslog messages from multiple sources
- B. User Tracking to track IP telephones
- C. Diagnostic trace tools to analyze connectivity

- D. Monitoring of Cisco voice elements
- E. Problem alerts for operations personnel

Correct Answers: D E

12: Which step is designed to prompt a user to press or say a single-digit number to perform a specific function?

- A. Menu
- B. Get Digit String
- C. Get Call Contact Info
- D. Extended Get Digit String

Correct Answers: A

13: Which of the following are automatically configured on the CallManager when entered on the CRS Application Administration? (Choose three.)

- A. CTI port
- B. CTI Route Point
- C. agent skills
- D. JTAPI user
- E. CRS prompt language
- F. ASR provider

Correct Answers: A B D

14: Which three Cisco CRS upgrade paths are supported? (Choose three.)

- A. Cisco CRS 2.2 to Cisco CRS 3.5
- B. Cisco CRS 2.2 to Cisco CRS 4.0
- C. Cisco CRS 3.1 to Cisco CRS 4.0
- D. Cisco CRS 3.5 to Cisco CRS 4.0
- E. Cisco CRS 4.0 to Cisco CRS 3.0
- F. Cisco CRS 4.0 to Cisco CRS 4.5

Correct Answers: A C D

15: In addition to writing information to a trace file, the Cisco CRS System sends standard event logging messages to a syslog server through which service?

- A. SNMP Trap
- B. Alarm
- C. CDP
- D. Win32

Correct Answers: B