



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

Unified Communications Contact Center Express  
Implementation(UCCX)

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#### QUESTION 1

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

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#### QUESTION 2

If you have not configured the database subsystem, what is the status of the database subsystem on the Control Center page of AppAdmin?

- A. partial service
- B. out of service
- C. shutdown
- D. not configured

Correct Answer: D

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#### QUESTION 3

What is the maximum number of agents supported on a Cisco Unified Communications Manager Express deployment?

- A. 10 agents
- B. 50 agents
- C. 100 agents
- D. 300 agents

Correct Answer: B

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#### QUESTION 4

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

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#### QUESTION 5

Which interface is used to configure debug parameters for log files?

- A. Datastore Control Center
- B. trace configuration
- C. system parameters
- D. Control Center

Correct Answer: B

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