642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

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 2

What happens if all CTI ports for the configured Cisco Unified Communications Manager Telephony Group are busy when a new call arrives?

A. The caller will receive network busy treatment.

B. The caller will receive ringing treatment.

C. Cisco Unified Communications Manager will forward the call to the directory number configured for forward-on busy for this CTI Route Point in Cisco Unified Communications Manager.

D. An exception is raised, but the call is accepted and processed.

E. Cisco Unified Communications Manager will forward the caller to the directory number configured in Cisco Unified CCX for overflow.

Correct Answer: C

QUESTION 3

Which configuration enables a Cisco Unified Contact Center Express server to fail over to a secondary Cisco Unified Communications Manager server when the primary server fails?

A. No special configuration is needed.

B. Configure LDAP with a secondary profile.

C. Configure a second Cisco Unified Communications Manager telephony user with an alternate range of CTI ports.

D. Configure the telephony provider with a primary and secondary Cisco Unified Communications Manager IP address.

Correct Answer: D

QUESTION 4

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 5

In the Expression Editor panel of Cisco Unified CCX Script Editor, what are three reasons to use the Java tab? (Choose three.)

A. to invoke a specified method of a custom Java class

B. to reference a variable of a custom Java Object

C. to pass variables between two different workflows

D. to create an object for the purpose of executing methods on a remote computer

E. to get a reference to the Contact and Session states

F. to allow for arguments to be passed to a specified method

Correct Answer: ABF

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