



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

You are designing a Cisco Unified Contact Center Express system with four requirements:

250 configured agents 150 agents maximum logged in at any given time 30 agents able to make outbound calls 20 agents able to answer emails

How many premium seats should be purchased?

- A. 150 seats
- B. 180 seats
- C. 200 seats
- D. 250 seats

Correct Answer: A

QUESTION 2

Which codec should be selected when a Cisco Unified CCX cluster uses ASR?

- A. G.711
- B. G.723
- C. G.729
- D. Any codec works fine with ASR.

Correct Answer: A

QUESTION 3

Which statement is true about the default script field when adding an application?

- A. When a caller does not enter a choice in a Menu step, it will execute the default script.
- B. Any problems running the configured script will cause the default script to be executed.
- C. When the caller enters a digit in the Menu step that is not defined, the default script will be executed.
- D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Correct Answer: B

QUESTION 4



The Cisco Unified CCX license MAC is generated based on which three items? (Choose three.)

- A. hostname
- B. IP address
- C. gateway address
- D. physical MAC
- E. Cisco Unified CCX version

Correct Answer: ABC

QUESTION 5

How is the default eMail address in the eMail Subsystem Configuration page used?

- A. It receives all mail sent in the Send eMail step as a bcc.
- B. It is the From address for emails sent by agents using Agent E-mail.
- C. It is used if no email contact is specified in the Create eMail step.
- D. It becomes the From address in the Send eMail step if no address is specified.

Correct Answer: D

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