



642-165^{Q&As}

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.pass4itsure.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**

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

QUESTION 2

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

- A. Agent Name
- B. WrapUp Time
- C. Service Level
- D. Overflow CSQ
- E. Automatic Work
- F. CCX Application

Correct Answer: BCE

QUESTION 3

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 4

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 Answer: A

QUESTION 5

A preview outbound dialer uses which source and destination resources?

- A. a CTI port to the customer
- B. the ACD line of the agent to the customer
- C. the personal line of the agent to the customer
- D. a CTI port to the agent, then redirected to the customer

Correct Answer: B

[642-165 Study Guide](#)

[642-165 Exam Questions](#)

[642-165 Braindumps](#)