642-165 Q&As

Unified Communications Contact Center Express Implementation(UCCX)

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QUESTION 1

Which two features are added when upgrading from Cisco Unified CCX Standard to Enhanced? (Choose two.)

A. Agent Routing

B. Historical Reporting

C. Conditional Routing

D. Priority Queuing

Correct Answer: AD

QUESTION 2

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

QUESTION 3

Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)

A. graphical reports

B. dockable windows

C. access to chat logs

D. URL push to agents

E. send an email to an agent

F. send a call in queue to a specific agent

Correct Answer: ABD

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

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

A. Contact Service Queue

B. Skill Groups

C. Resource Groups

D. competence levels

Correct Answer: A

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