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

Unified Communications Contact Center Express
Implementation(UCCX)

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**QUESTION 1**

Which feature is added when upgrading from the Enhanced to Premium Cisco Unified Contact Center Express?

A. HTTP-based trigger

B. a wrap-up timer

C. keystroke macros

D. supervisory recording

E. agent-to-agent text chatting

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 three tasks can an agent perform using email? (Choose three.)

A. save the response as a draft

B. send the response to the supervisor for review

C. transfer the email to another CSQ

D. transfer the email to another agent

E. mark the email as urgent

F. mark the email as junk

Correct Answer: ABC

**QUESTION 4**

Which two items are automatically installed on the Cisco Unified CCX server by the Cisco Unified Contact Center Express Installer? (Choose two.)

A. IVR System Prompts

B. Cisco Supervisor Desktop

C. Unified Communications Operating System

D. Cisco Unified Communications Manager

E. Workforce Management

Correct Answer: AC

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**QUESTION 5**

With which product is Cisco Unified CCX integrated in order to allow an agent to chat with an SME using CAD?

A. Cisco Unified Presence

B. IP Phone Messenger

C. Webex Connect

D. Microsoft Office Communicator

Correct Answer: A

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