



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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QUESTION 1

Which two steps check out a database connection from the connection pool? (Choose two.)

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Correct Answer: BC

QUESTION 2

Which step would you use to get information about the number of contacts currently in queue?

- A. Get Contact Info
- B. Get Session Info
- C. Get Call Contact Info
- D. Get Reporting Statistics

Correct Answer: D

QUESTION 3

What is the maximum number of CTI ports that can be supported by a Cisco Unified Contact Center Express 8.0 Standard deployment?

- A. 150
- B. 200
- C. 300
- D. 400

Correct Answer: C

QUESTION 4

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 5

Which three tasks can an agent perform on the Cisco Agent Desktop? (Choose three.)

- A. chat with an SME
- B. send an email to an SME
- C. send enterprise data to an SME
- D. transfer a call to an SME
- E. start a Cisco WebEx session with an SME

Correct Answer: ACD

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