



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

Which interface is used by the Cisco Unified ICM VRU Peripheral Gateway to communicate with the Cisco Unified IP IVR?

- A. JTAPI
- B. H.323
- C. SIP
- D. GED-125 Service Control

Correct Answer: D

QUESTION 2

In a Microsoft Windows Active Directory environment, which two methods are supported by Cisco Unified ICM 7.0(x) for IP/host name resolution? (Choose two.)

- A. DNS
- B. WINS
- C. LM host files
- D. host files (local)
- E. SNMP

Correct Answer: AD

QUESTION 3

In the Cisco Unified Contact Center Enterprise 8.0 Outbound Option with SIP Dialer, which configuration step is required in Cisco Unified Communications Manager?

- A. A translation route must be built between the SIP Dialer peripheral and the Cisco Unified Communications Manager peripheral.
- B. Additional busy line triggers must be enabled for the agent Cisco Unified IP phone to place and accept the reservation call from the SIP Dialer.
- C. Each dialer port must be defined as a Cisco Unified VIP 30 IP Phone.
- D. The SIP Dialer does not require any specific configuration elements in Cisco Unified Communications Manager.

Correct Answer: D



QUESTION 4

Which two of the following options are functions of the Cisco Unified ICM Call Type Manager tool? (Choose two.)

- A. map call types to routing scripts
- B. create call types
- C. create dialed numbers
- D. map dialed numbers to call types
- E. map call type to skill groups

Correct Answer: AD

QUESTION 5

In the Cisco Unified Contact Center Enterprise 8.0 solution, which Cisco Unified Communications Manager Application User Group role assignments are required for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway JTAPI user? (Choose two.)

- A. Standard AXL API Access
- B. Standard CTI Allow Call Monitoring
- C. Standard CTI Manager API Access
- D. Standard CTI Enabled
- E. Standard JTAPI Allow Control

Correct Answer: BD

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