



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

A Dialed Number Plan is configured in the Cisco Unified ICM configuration to manage and track agent-initiated calls. Dialed Number Plan patterns can contain wildcard values. Which of the following options is not acceptable to use in the wildcard pattern?

- A. digits
- B. letters
- C. and
- D. ?
- E. #

Correct Answer: C

QUESTION 2

In the Cisco Unified Contact Center Enterprise 8.0 solution, if Logger B fails, what is the impact to the system?

- A. If Cisco Outbound Option is in use, all campaigns will stop until the Logger is restored.
- B. Reporting users will not be able to access Skill Group Real Time data from the system.
- C. Administration and Data Server with HDS servers that are pointed to Logger B will be missing the historical data until Logger B is restored.
- D. Administration and Data Server with HDS servers that are pointed to Logger B will automatically connect to Logger A for their historical data replication feed.

Correct Answer: C

QUESTION 3

Refer to the exhibit.



The screenshot shows the Cisco Unified CCX Administration web interface. The top navigation bar includes 'System', 'Applications', 'Subsystems', 'Wizards', 'Tools', and 'Help'. The main heading is 'Cisco Unified CM Configuration'. Below this, there are 'Update' and 'Clear' buttons. A status section shows 'Status : Ready'. The 'AXL Service Provider Configuration' section contains two columns: 'Selected AXL Service Providers' and 'Available AXL Service Providers'. The 'Selected' column contains the IP address '10.1.10.112'. The 'Available' column contains the IP address '10.1.10.113'. Below this, the 'Cluster Wide Parameters' section shows 'User Name*' as 'ipivraxl' and 'Password*' as a masked field.

During the installation of the Cisco Unified IP IVR, the AXL Service Providers must be selected.

Which of the following statements is true?

- A. The AXL Application User "ipivraxl" is created in the Cisco Unified Communications Manager from this screen in the Cisco Unified IP IVR.
- B. The AXL Service Providers that are listed on the screen had to be manually entered into the Cisco Unified IP IVR.
- C. The server that is using the IP address 10.1.10.112 is Cisco Unified Presence.
- D. The Cisco Unified IP IVR will log into the server with the IP address of 10.1.10.112 using the "ipivraxl" Application User.

Correct Answer: D

QUESTION 4

In the Cisco Unified Communications Manager 4.1(x), what is the first step to create a new CTI route point to be associated with a JTAPI user?

- A. Create the CTI route point device and assign a directory number.
- B. Using device association, map the CTI route point directory number to the JTAPI user.



- C. Create a calling search space that includes the JTAPI user and CTI route point directory number.
- D. Create a new directory number and associate it to the JTAPI user.

Correct Answer: A

QUESTION 5

Which Cisco Unified ICM configuration object must exist before a Cisco Unified Communications Manager peripheral can be saved in the PG Explorer configuration tool?

- A. call type
- B. service
- C. skill group
- D. agent Desk Settings (new or existing default)

Correct Answer: D

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