



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

In a typical Cisco Unified Contact Center Enterprise parent/child call flow, when a call is routed by the parent ICM to the child site and an agent is no longer available at that child, what are two options that the call may do? (Choose two.)

- A. be queued at the child for the next available agent
- B. be automatically routed to an error message at the child
- C. receive RONA treatment in the child
- D. be queued at the parent for an agent at any child site
- E. be terminated

Correct Answer: AD

QUESTION 2

In the Cisco Unified IP IVR 4.0(x), how is the JTAPI subsystem configured?

- A. Select Subsystem > JTAPI. For the JTAPI provider, enter the IP address or the Cisco Unified Communications Manager hostname of every Cisco Unified Communications Manager subscriber in the cluster. Enter the user ID and password of the Cisco Unified Communications Manager user that you created for the IP IVR user.
- B. Select Subsystem > JTAPI. For the JTAPI provider, enter the IP address or the Cisco Unified Communications Manager hostname of two Cisco Unified Communications Manager servers in the cluster, beginning with the Cisco Unified Communications Manager publisher. Enter the user ID and password of the Cisco Unified Communications Manager user that you created for the IP IVR user.
- C. Select Subsystem > JTAPI. For the JTAPI provider, enter the IP address or the Cisco Unified Communications Manager hostname of up to two Cisco Unified Communications Manager subscribers in the cluster that have the CTI service enabled. Enter the user prefix_node id of the IPIVR.
- D. Select Subsystem > JTAPI. For the JTAPI provider, enter the IP address or the Cisco Unified Communications Manager hostname of each Cisco Unified Communications Manager server in the cluster, beginning with the Cisco Unified Communications Manager publisher. Enter the user ID and password of the Cisco Unified Communications Manager user you created for the IP IVR user.
- E. Select Subsystem > JTAPI. For the JTAPI provider, enter the IP address of the Cisco Unified Communications Manager publisher of the cluster. Enter the JTAPI PGuser ID for the IP IVR.

Correct Answer: C

QUESTION 3

Cisco Unified Communications Manager 8.0 allows users to log into a shared phone using Cisco Extension Mobility.

Which configuration item is required to enable Cisco Extension Mobility Cross Cluster?

- A. In the user's End User profile, the Cisco Extension Mobility pane must have the "Enable Extension Mobility" check



box selected.

- B. In the device profile of the shared phone, the "Enable Extension Mobility Cross Cluster" check box must be selected.
- C. A device profile must exist for Cisco Extension Mobility users, with the Cisco Extension Mobility Cross Cluster Calling Search Space field configured.
- D. The shared phone device profile must be associated to the user's End User profile in Cisco Unified Communications Manager.

Correct Answer: C

QUESTION 4

In the Cisco Unified Contact Center Enterprise deployment, what is the correct order to configure a Cisco Unified Communications Manager Peripheral Gateway for use?

- A. Build the agents, create the peripheral in PG Explorer, build the skill groups, associate the agents to the skill groups.
- B. Create the peripheral in PG Explorer, enable sub-skills 1, 2, and 3, build the skill groups, build the agents, associate the agents to the skill groups.
- C. Build the skill groups, build the agents, associate the agents to the skill groups, create the peripheral in PG Explorer, associate the skill groups to the peripheral.
- D. Create the peripheral in PG Explorer, build the agents, build the skill groups, associate the agents to the skill groups.

Correct Answer: D

QUESTION 5

When installing Cisco Unified IP IVR version 4.0(1), which three types of LDAP server information must be configured? (Choose three.)

- A. LDAP server type
- B. LDAP server host name or IP address
- C. Cisco LDAP license file
- D. LDAP administrator password
- E. LDAP language codec
- F. Fully Qualified Domain Name of the LDAP server

Correct Answer: ABD