



# 642-242<sup>Q&As</sup>

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

In the Cisco Unified Contact Center Enterprise solution, if a Cisco Unified Communications Manager subscriber in the Redundancy Group for the Cisco voice gateway is down, how will incoming calls be treated?

- A. The voice gateway will play a "fast busy" and drop the call.
- B. The voice gateway will reroute the call to a secondary CTI route point on the alternative/backup subscriber in the cluster.
- C. The voice gateway will use the alternative/backup subscriber in the cluster.
- D. The voice gateway will route around the subscriber to an IP IVR port on the alternative/backup subscriber in the cluster.

Correct Answer: C

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**QUESTION 2**

The Cisco Unified ICM 7.0 system uses the Microsoft Windows Active Directory in which three ways? (Choose three.)

- A. controls the rights to allow scripting of call flow via Script Editor
- B. controls the rights to access reports in WebView
- C. creates Active Directory accounts for the agents in the ICM system
- D. grants permission for system components to access the Logger database
- E. stores Cisco Unified Communications Manager specific security policies for the solution
- F. provides TFTP services to Cisco Unified IP Phones

Correct Answer: ABD

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**QUESTION 3**

When configuring a Cisco Unified ICM post-routing script in the Cisco Unified IP IVR, an application is created with the application type of Cisco ICM Post-Routing.

Which three items must be configured for that type of application? (Choose three.)

- A. ICM subsystem ID
- B. timeout value in seconds
- C. .wav file of the Welcome prompt
- D. JTAPI trigger
- E. HTTP trigger



F. initial script

Correct Answer: BDF

#### QUESTION 4

The Cisco Unified ICM Call Tracer tool allows ICM script developers to simulate calls in routing scripts for testing purposes.

The screenshot displays the Cisco Unified ICM Call Tracer tool. On the left, a routing script is shown with the following steps: Start, Select (LAA), Queue to Skill Group (Skill Group1), Run Ext. Script (SendToXML), and End. A table for Skill Group is shown with columns Skill Group, No., and %.

Skill Group	No.	%
SkillGroup1		

On the right, the Call Tracer List shows the execution output:

```
> DialedNumber (EXAM_2) using CallType (ct_EXAM_2- 5021)
Start #1
  Default\ex_Script2 {All Customers} (version 1)
Select #2
Queue #4
  SkillGroup1, LAA=none
> Transferring call to VRU
> Call queued to all groups
Run External Script #5
Queue #4
  SkillGroup1, LAA=none
> Transferring call to VRU
> Call queued to all groups
> Script ran for 1001 steps, max is 1000.
> Script Default\ex_Script2 (ID 5021) failed to produce route
> Attempting to use default label: (CMPG_RC.1003)
> -----
Label: 1003 (CMPG_RC)
```

Given this script and Call Tracer output, what can you conclude?

- A. There were no agents logged into Skill Group 1.
- B. There were no agents in Skill Group 1 in the Available state.
- C. There was no default label defined for this dialed number (EXAM\_2).
- D. This is not a valid script and would not produce a route.

Correct Answer: B

#### QUESTION 5

In the Cisco Unified Contact Center Enterprise with IP IVR, ring-no-answer dialed number processing is set in the Agent Desk Settings tool of ConfigManager. Given this setup, what are two impacts of using this setting this way if the CMPG\_RC.INBOUND\_8001 dialed number is the same number the calls arrived on originally? (Choose two.)



- A. The caller will hear hold music while the call is transferred back to the Cisco Unified Communications Manager.
- B. The ring-no-answer calls will be put at the bottom of the queue and have to wait again for an agent to become available.
- C. The caller will be re-directed to a different routing script.
- D. The ring-no-answer calls will be "double counted" in the inbound 8001 call type.
- E. The caller will be disconnected as a call cannot be hair-pinned back on itself with Cisco Unified IP IVR.

Correct Answer: BD

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