



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

Unified Contact Center Enterprise Implementation(UCCEI)

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### QUESTION 1

The Cisco Unified Contact Center Enterprise ICMDBA utility is used to perform which three of the following functions? (Choose three.)

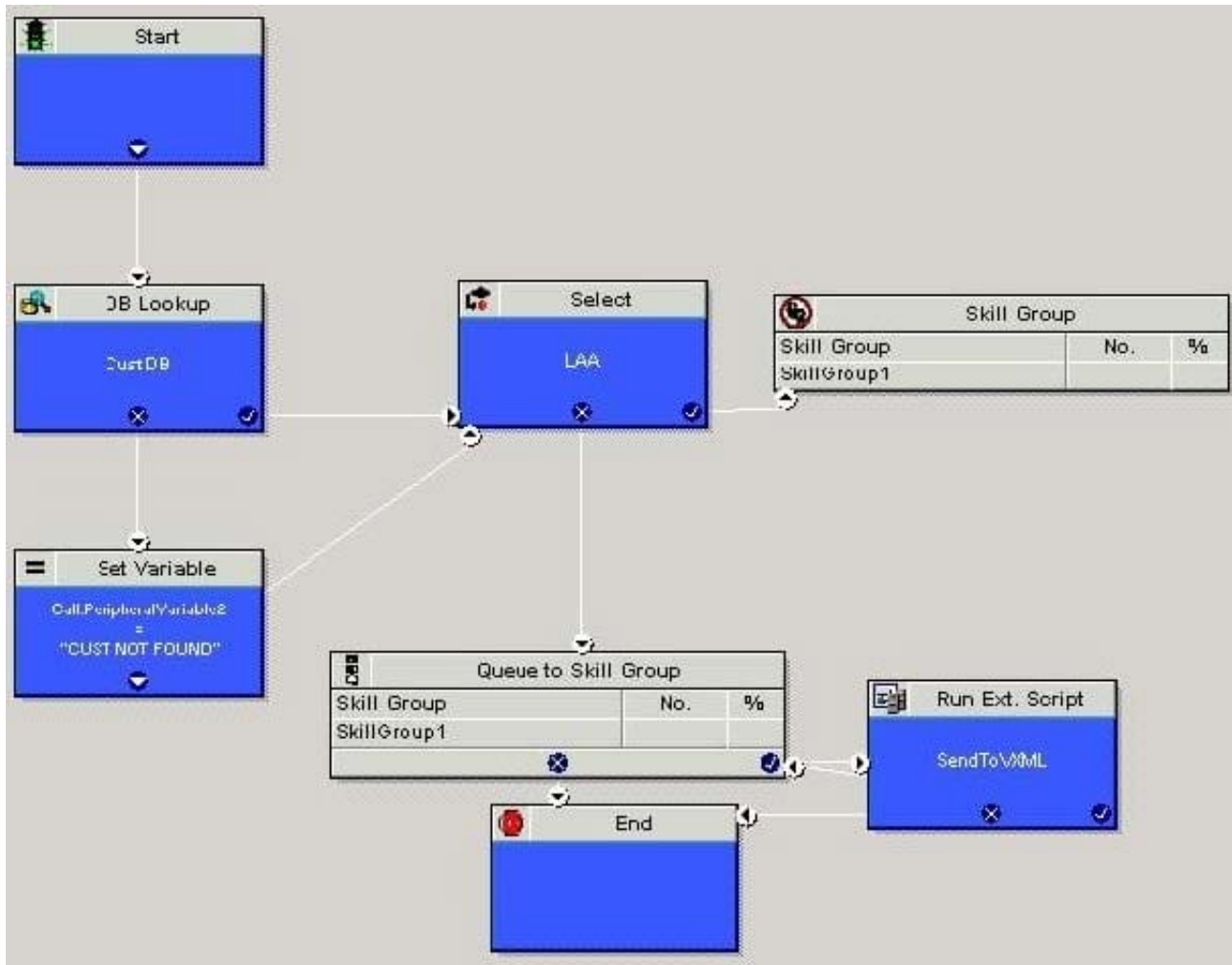
- A. Create a customer instance.
- B. Delete central databases.
- C. Delete specific database rows from tables.
- D. Modify database table values.
- E. Perform a Microsoft SQL Server database backup.
- F. Recreate a database.
- G. Resize database files.

Correct Answer: BFG

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### QUESTION 2

The Cisco Unified ICM call routing script can access an external database for routing or CTI data. In this script, the DB Lookup node is used to access a CustDB to look up the customer by the caller entered digits associated with the call.



What will this script do if the caller entered digits are invalid?

- A. The DB Lookup node will be ignored and pass control to the Select node, with the database values left empty because the value was invalid.
- B. The DB Lookup node will fail and the SET node will be used to set Call Variable 2 to "Customer Not Found".
- C. The DB Lookup node will find the first row in the table, which is set to have the customer name as "INVALID DATA".
- D. The DB Lookup node will fail and the SET node will be used to set Call Variable 2 to "Customer Not Found," but only if the Call Variable 2 is not already set for this call.

Correct Answer: B

### QUESTION 3

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 4

In a Cisco Unified Contact Center Enterprise deployment, a trunk group is created in the Cisco Unified ICM Configuration Manager and associated with a peripheral.

The trunk group peripheral number must match which of the following items?

- A. Peripheral ID of the Cisco Unified IP IVR Peripheral Gateway PIM
- B. Peripheral ID of the Cisco Unified Communications Manager Peripheral Gateway PIM
- C. Cisco Unified IP IVR\\'s CTI Port Group Number ID
- D. Peripheral Gateway CTI Server Listen Port, which typically is 42027 or 43027

Correct Answer: C

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#### QUESTION 5

In the Cisco Unified Contact Center Enterprise solution, agent reason and wrap up codes for a CTI OS deployment are configured in which of the following components?

- A. Microsoft Windows registry of the agent\\'s desktop computer
- B. ICM Configuration Manager on the Admin Workstation
- C. Microsoft Windows registry of the CTI OS Server
- D. Cisco Desktop Administrator

Correct Answer: C

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