



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

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 2

A Cisco CTI Supervisor Desktop can display real-time statistics for Cisco Unified Contact Center Enterprise agents.

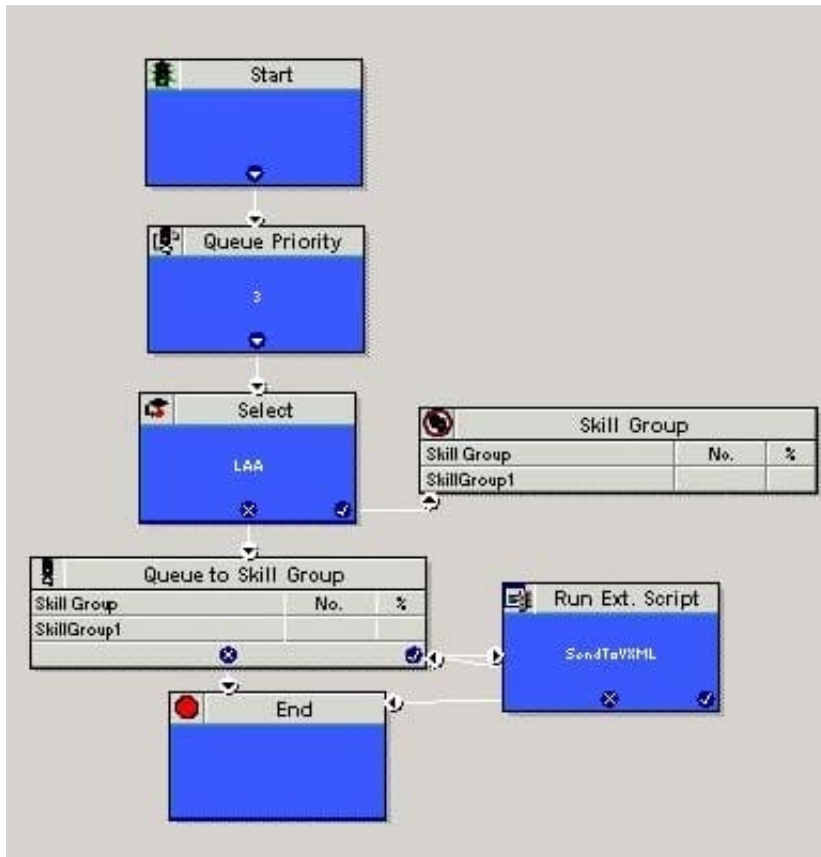
Which item must be configured in ICM Configuration Manager for those statistics to be displayed?

- A. Supervisor script dialed number.
- B. Agent teams.
- C. Agent State Trace must be checked in the Advanced tab of Agent Explorer.
- D. Routes must be created for each agent in Agent Explorer.

Correct Answer: B

QUESTION 3

The Cisco Unified Contact Center Enterprise can queue calls at different queue priorities.



In this sample script, at what priority will the call be queued?

- A. Three (3) ?As set in the Queue Priority node.
- B. Five (5) ?The default for the Queue to Skill Group node, unless it was set otherwise.
- C. None, as queue priority only is used when more than one skill group is used in the Queue to Skill.
- D. It depends, as each call hitting the script will reset the priority for all calls when the Queue Priority node is executed.

Correct Answer: B

QUESTION 4

In a Cisco Unified Contact Center Enterprise deployment with IP IVR used for queuing, how is a call moved from the queue to the agent?

- A. The ICM routing script instructs the IP IVR as the routing client to redirect the call to the agent's IP Phone via Cisco Unified Communications Manager.
- B. The ICM routing script instructs the Cisco Unified Communications Manager to transfer the call out of the IP IVR to the agent's IP Phone.
- C. The ICM routing script instructs the Voice Gateway to switch the call out of the IP IVR to the agent's IP Phone.
- D. The ICM routing script instructs the IP IVR to set up a new call leg to the agent's IP Phone.



Correct Answer: A

QUESTION 5

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

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