



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

In the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, which statement is false?

- A. A duplex IVR PG can be split across the WAN provided there are IP IVRs at each location and they are local to a Cisco Unified Communications Manager subscriber.
- B. Loss of visible connection between Peripheral Gateways will not affect calls if the private network is uninterrupted.
- C. Latency between the IVR and PG cannot exceed 100 ms on the visible network link.
- D. A Cisco Unified IP IVR can communicate to only one side of the duplex Peripheral Gateway pair.

Correct Answer: B

QUESTION 2

In the Cisco Unified Contact Center Enterprise Outbound Option, with the SCCP Dialer, what is the correct order to create the dialer ports?

- A. Dialer Port Map (ICM), dialer phone as 7940 (CCM), PG user association
- B. Dialer Port Map (ICM), dialer phone as 30 VIP (CCM), PG user association
- C. Dialer Port Map (ICM), dialer phone as 7940 (CCM), IP IVR user association
- D. Dialer Port Map (ICM), dialer phone as 30 VIP (CCM), MR PG user association

Correct Answer: B

QUESTION 3

Which statement is true about administrative scripts in the Cisco Unified Contact Center Enterprise solution?

- A. Administrative scripts can run more than one time per second.
- B. Administrative scripts must be associated with a call type.
- C. Administrative scripts can use a DB Lookup node.
- D. Administrative scripts can use an ICM Gateway node.

Correct Answer: C

QUESTION 4

When creating a new ICM call routing script, a palette tool is available with the icons available for use in the script. The available nodes are grouped into four tabs.



Which option is not one of those tabs?

- A. General
- B. Administrative
- C. Routing
- D. Targets
- E. Queue

Correct Answer: B

QUESTION 5

Which is the purpose of the Cisco Unified ICM Configuration Manager (ConfigManager)?

- A. a centralized web-based tool for System Unified Contact Center Enterprise Configuration
- B. a tool to manage the skill groups, dialed numbers, and other objects in the ICM database
- C. a tool to create, modify, or delete ICM databases and estimate the size of the databases
- D. a program to allow access to the various applications that administer the Cisco Agent Desktop and Cisco Supervisor Desktop

Correct Answer: B

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