



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

In the Cisco Unified Contact Center Enterprise solution, to move call control to the Cisco Unified IP IVR in the Cisco Unified ICM routing script, what must be configured and used in the script?

- A. send to VRU node
- B. translation route
- C. Run External Script node
- D. service array

Correct Answer: B

QUESTION 2

In a Cisco Unified ICM routing script, what is the best way to assign a sales call a higher priority in the system?

- A. At the beginning of the Sales routing script, use the Queue Priority node to set the priority of all calls hitting that script to 1.
- B. In the Queue to Skill Group node, set the call priority to 1 for any Sales skill group queue nodes.
- C. In the Queue to Skill Group node, set the call priority to 10 for any Sales skill group queue nodes.
- D. Use a Queue Priority node for support and other non-sales calls with priority 1.

Correct Answer: B

QUESTION 3

When a call is queued for an agent using Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, which two methods can be used to play music to the waiting caller? (Choose two.)

- A. Configure the Cisco voice gateway to request the music media file from a media server.
- B. Specify a .wav file that contains music in the Cisco Unified IP IVR script.
- C. Configure a Cisco Unified Communications Manager Music on Hold source for the agent IP phone.
- D. In the Cisco Unified ICM routing script, use the Run External Script node to call a Cisco Unified IP IVR application like BasicQ.aef.
- E. Configure the voice gateway with a Real Time Streaming Protocol music source.

Correct Answer: BD

QUESTION 4



In the Cisco Unified Contact Center Enterprise solution, when a CTI Server on a Peripheral Gateway fails, which of the following will not occur?

- A. CTI OS Server disconnects all active agent CTI OS desktop clients from failed server.
- B. CTI OS Agent Desktop clients attempt to automatically connect to another CTI OS Server.
- C. CTI OS Agent Desktop clients display an "Offline" message.
- D. Both CTI OS Servers perform a graceful shutdown to reset CTI OS Agent Desktop client connections.

Correct Answer: D

QUESTION 5

During the system functional test of a Cisco Unified Contact Center Enterprise solution, it was found that a few calls are failing on a translation route to VRU node. When you use the call tracer tool there are no failures.

Which two configuration items should be checked? (Choose two.)

- A. Check to be sure that the initial CTI route point for the ICM dialed number is associated to the IP IVR JTAPI user.
- B. Check to be sure that the CTI route point for the initial ICM dialed number is not associated to the IP IVR JTAPI user.
- C. Check to be sure that the Translation Route CTI route points and CTI ports for IP IVR are associated to the PG JTAPI user.
- D. Check to be sure that the Translation Route CTI route points and CTI ports for IP IVR are not associated to the PG JTAPI user.

Correct Answer: BD

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