



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

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

In order to run the setup program for a Cisco Unified ICM Server, what are the minimum permissions that must be granted to a user?

- A. domain admin, read write
- B. local user, read only
- C. SQL admin, read write
- D. local admin, read write
- E. domain admin, read only
- F. ICM admin, read write

Correct Answer: D

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**QUESTION 2**

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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**QUESTION 3**

Which two options must be installed and configured for the Cisco ICM Central Controller to be active? (Choose two.)

- A. ICM Logger / Database server
- B. WebView server
- C. Application Gateway
- D. Historical Database Server
- E. ICM Call Router A
- F. Peripheral Gateway

Correct Answer: AE

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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

Which two tools are required to add a Peripheral Gateway to the Cisco Unified Contact Center Enterprise? (Choose two.)

- A. Cisco Unified ICM Security Account Manager
- B. Cisco Unified ICM Setup utility
- C. Cisco Unified ICM Support tools
- D. Cisco Unified ICM Domain Manager
- E. Peripheral Gateway Explorer tool

Correct Answer: BE

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