



642-165^{Q&As}

Unified Communications Contact Center Express
Implementation(UCCX)

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**QUESTION 1**

Which three of the following tasks can be performed using Cisco Unified Real-Time Monitoring Tool? (Choose three.)

- A. collect trace files
- B. stop and start Cisco Unified CCX services
- C. view syslog messages
- D. perform backup and restore functions
- E. monitor the health of the Cisco Unified CCX system

Correct Answer: ACE

QUESTION 2

What is the purpose of setting the Flush Input Buffer field of the Menu step to true?

- A. to release memory held by the prompt variable
- B. to clear previously entered input before the Menu step executes
- C. to specify if the step can be interrupted by an agent who becomes available
- D. to prevent the caller from entering a menu choice before the prompt has played

Correct Answer: B

QUESTION 3

In addition to writing information to a trace file, the Cisco Unified CCX system sends standard event logging messages to a syslog server through which service?

- A. SNMP Trap
- B. Alarm
- C. CDP
- D. Win32

Correct Answer: B

QUESTION 4

In which two ways does remote monitoring allow the monitored call to be selected? (Choose two.)



- A. by agent name
- B. by agent extension
- C. by application ID
- D. by media group ID
- E. by CSQ ID

Correct Answer: BE

QUESTION 5

Which two steps check out a database connection from the connection pool? (Choose two.)

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Correct Answer: BC

QUESTION 6

You are designing a Cisco Unified Contact Center Express system with four requirements:

250 configured agents 150 agents maximum logged in at any given time 30 agents able to make outbound calls 20 agents able to answer emails

How many premium seats should be purchased?

- A. 150 seats
- B. 180 seats
- C. 200 seats
- D. 250 seats

Correct Answer: A

QUESTION 7

An organization wants to collect an account number from a customer via IVR prompting. Then, using a keystroke macro, the customer wants to insert the account number into the account

the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer



record. Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?

- A. Cisco Unified CCX Standard
- B. Cisco Unified CCX Enhanced
- C. Cisco Unified CCX Premium
- D. Cisco Unified CCX Enterprise
- E. Cisco Unified IP IVR

Correct Answer: B

QUESTION 8

What is the maximum number of agents supported on a Cisco Unified Communications Manager Express deployment?

- A. 10 agents
- B. 50 agents
- C. 100 agents
- D. 300 agents

Correct Answer: B

QUESTION 9

What is the maximum round-trip time between Cisco Unified CCX servers in a WAN deployment?

- A. 2 ms
- B. 10 ms
- C. 50 ms
- D. 80 ms

Correct Answer: D

QUESTION 10

Which three statements describe the importing of contacts into a Cisco Unified Contact Center Express campaign? (Choose three.)

- A. Phone1 is the only mandatory field.
- B. Up to three custom fields can be added.



- C. List filtering for "Do Not Call" is unsupported.
- D. When records have matching phone numbers, only one record is created.
- E. Imports can be automatically executed on a weekly basis.

Correct Answer: ACD

QUESTION 11

When a call terminates, which Cisco Unified CCX setting takes precedence over "Automatic Available" to determine the agent's next state?

- A. Automatic Work
- B. Resource Pool selection
- C. Prompt for this CSQ
- D. Service Level settings

Correct Answer: A

QUESTION 12

Which two releases require physical media to be ordered and received prior to patching or upgrading Cisco Unified Contact Center Express? (Choose two.)

- A. minor release
- B. major release
- C. service update
- D. engineering special

Correct Answer: AB

QUESTION 13

Which step would you use to get information about the number of contacts currently in queue?

- A. Get Contact Info
- B. Get Session Info
- C. Get Call Contact Info
- D. Get Reporting Statistics

Correct Answer: D



QUESTION 14

Which three features are included in Cisco Unified Contact Center Express Supervisor Desktop? (Choose three.)

- A. graphical reports
- B. dockable windows
- C. access to chat logs
- D. URL push to agents
- E. send an email to an agent
- F. send a call in queue to a specific agent

Correct Answer: ABD

QUESTION 15

Agent Email is a Cisco Unified CCX feature available in which of these packages?

- A. Premium, Enhanced, and Standard
- B. Premium only
- C. Premium and Standard
- D. Premium and Enhanced

Correct Answer: B

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