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Unified Communications Contact Center Express Implementation(UCCX)

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QUESTION 1

Presence integration is a Cisco Unified CCX feature available in which of these packages?

A. Premium, Enhanced, and Standard

B. Premium only

C. Premium with high availability only

D. Premium and Enhanced

Correct Answer: A

QUESTION 2

Which of the following is not an input that is required when you install Cisco Unified CCX?

A. application username

B. platform administrator username

C. IP address

D. default language

E. time zone

Correct Answer: D

QUESTION 3

What formula do you use to calculate the number of Voice Gateway ports?

A. Erlang A

B. Erlang B

C. Erlang C

D. IVR ports + agent phones

Correct Answer: B

QUESTION 4

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 5

Which codec should be selected when a Cisco Unified CCX cluster uses ASR?

A. G.711

B. G.723

C. G.729

D. Any codec works fine with ASR.

Correct Answer: A

QUESTION 6

Which two are possible root causes for the Application Subsystem going into partial service status? (Choose two.)

A. Cisco Unified Communications Manager Telephony Provider problem

B. CTI Route Point problem

C. CTI Port Group problem

D. script problem

E. system deadlock problem

Correct Answer: DE

QUESTION 7

Which statement is true about the default script field when adding an application?

A. When a caller does not enter a choice in a Menu step, it will execute the default script.

B. Any problems running the configured script will cause the default script to be executed.

C. When the caller enters a digit in the Menu step that is not defined, the default script will be executed.

D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Correct Answer: B

QUESTION 8

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 9

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 10

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 11

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 12

How many languages can be installed for the Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD)?

A. one language for both the CAD and the CSD

B. one language for the CAD and a different language for the CSD

C. two languages for the CAD and one language for the CSD

D. two languages for both the CAD and the CSD

Correct Answer: A

QUESTION 13

Which three tasks are required to deploy a Cisco Unified CCX application? (Choose three.)

A. create a trigger

B. upload script to repository

C. restart the Cisco Unified CCX Engine

D. specify the maximum number of sessions

E. configure default session timeout

Correct Answer: ABD

QUESTION 14

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 15

Which step is designed to prompt a user to press or say a single-digit number to perform a specific function?

A. Menu

B. Get Digit String

C. Get Call Contact Info

D. Extended Get Digit String

Correct Answer: A

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