

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

Unified Contact Center Enterprise Implementation(UCCEI)

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### QUESTION 1

The Cisco Unified Contact Center Enterprise ICMDBA utility is used to perform which three of the following functions? (Choose three.)

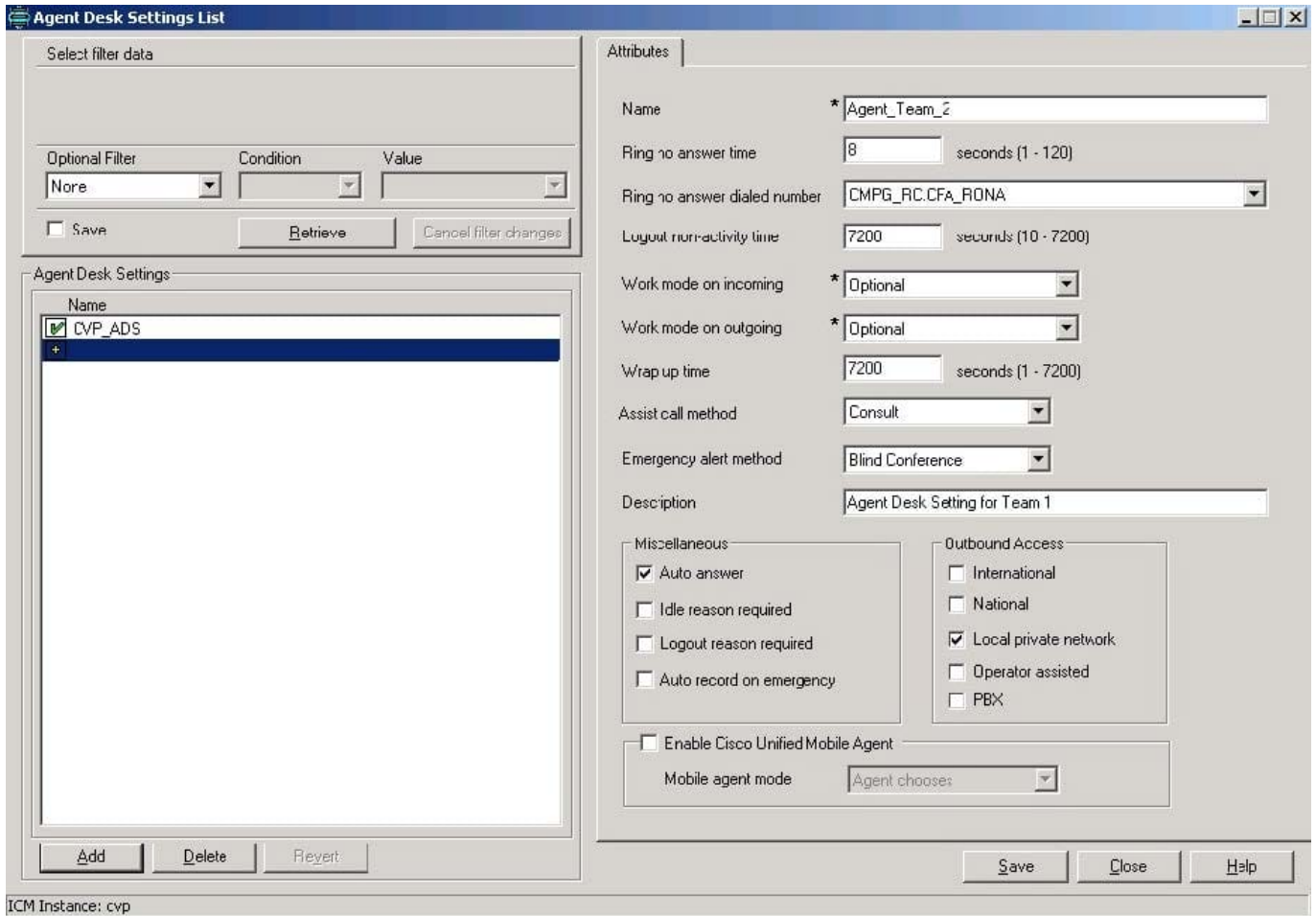
- A. Create a customer instance.
- B. Delete central databases.
- C. Delete specific database rows from tables.
- D. Modify database table values.
- E. Perform a Microsoft SQL Server database backup.
- F. Recreate a database.
- G. Resize database files.

Correct Answer: BFG

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### QUESTION 2

In the Cisco Unified Contact Center Enterprise, using the CTI OS Desktop there is a standard button for "Emergency Assist," which will find the team supervisor and bring them into the call.



Using the Agent Desk Settings above, how is the supervisor brought into the call?

- A. The supervisor will get a conference call from the agent, with just the agent first, then they can join the caller, and a CTI message will be sent to the call recording system to record this call.
- B. The supervisor will be joined into a conference with the agent and caller automatically, and a CTI message will be sent to the call recording system to record this call.
- C. The supervisor will be joined to a conference with the caller and the agent will be dropped from the call once the supervisor is connected, and a CTI message will be sent to the call recording system to record this call.
- D. The agent will have to manually consult the supervisor on their second line of the Cisco IP Phone, and a CTI message will be sent to the call recording system to record this call once the supervisor is on the line.

Correct Answer: B

### QUESTION 3

In the Cisco Unified Contact Center Enterprise solution, what is the proper order of steps to create translation routes for the Cisco Unified IP IVR?

- A. Create the Translation Routes in the Cisco Unified Contact Center Enterprise Translation Route Wizard. Configure the Translation Routing Application in Cisco Unified IP IVR. Configure the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR to build the Translation Route CTI ports. Add new CTI route points for the

Translation Routing Application in Cisco Unified IP IVR. Associate CTI ports for the Translation Routing Application using the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR. Create Network Trunk Groups for the Cisco Unified Communications Manager peripheral and the Cisco Unified IP IVR peripheral in the Cisco Unified Contact Center Enterprise Configuration Manager tool. Create Dialed Numbers in the Cisco Unified Contact Center Enterprise Configuration Manager tool for the Translation Route CTI route points.

B. Configure the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR to build the Translation Route CTI ports. Configure the Translation Routing Application in Cisco Unified IP IVR. Add new CTI route points for the Translation Routing Application in Cisco Unified IP IVR. Associate the CTI ports for the Translation Routing Application using the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR. Create Network Trunk Groups for the Cisco Unified Communications Manager peripheral and the Cisco Unified IP IVR peripheral in the Cisco Unified Contact Center Enterprise Configuration Manager tool. Create Dialed Numbers in the Cisco Unified Contact Center Enterprise Configuration Manager tool for the Translation Route CTI route points. Create Translation Routes in the Cisco Unified Contact Center Enterprise Translation Route Wizard.

C. Configure the Translation Routing Application in Cisco Unified IP IVR. Create the Translation Routes in the Cisco Unified Contact Center Enterprise Translation Routing Wizard. Configure the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR to build the Translation Route CTI ports. Create Dialed Numbers in the Cisco Unified Contact Center Enterprise Configuration Manager tool for the Translation Route CTI route points. Associate the CTI ports for the Translation Routing Application using the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR. Add new CTI route points for the Translation Routing Application in Cisco Unified IP IVR. Create Network Trunk Groups for the Cisco Unified Communications Manager peripheral and the Cisco Unified IP IVR peripheral in the Cisco Unified Contact Center Enterprise Configuration Manager tool.

D. Configure the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR to build the Translation Route CTI ports. Create the Translation Routes in the Cisco Unified Contact Center Enterprise Translation Route Wizard. Associate the CTI ports for the Translation Routing Application using the Cisco Unified Communications Manager Call Control Group in Cisco Unified IP IVR. Add new CTI route points for the Translation Routing Application in Cisco Unified IP IVR. Create Dialed Numbers in the Cisco Unified Contact Center Enterprise Configuration Manager tool for the Translation Route CTI route points. Configure the Translation Routing Application in Cisco Unified IP IVR. Create Network Trunk Groups for the Cisco Unified Communications Manager peripheral and the Cisco Unified IP IVR peripheral in the Cisco Unified Contact Center Enterprise Configuration Manager tool.

Correct Answer: B

#### QUESTION 4

Which two statements are correct when configuring device targets in a Cisco Unified Contact Center Enterprise solution? (Choose two.)

- A. The correct configuration parameter for a device target is /devtype 7961 /dn 7901, where 7901 is the extension of the agent phone.
- B. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 02000, where 02000 is the agent ID.
- C. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 22000, where 22000 is the extension of the agent phone.
- D. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 22000, where 22000 is the extension of the agent ID.
- E. Device targets are not configured when using a System PG.
- F. Device targets are not configured when using a Cisco Unified Communications Manager PG.

Correct Answer: CE

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#### QUESTION 5

Cisco Unified Communications Manager 8.0 allows users to log into a shared phone using Cisco Extension Mobility.

Which configuration item is required to enable Cisco Extension Mobility Cross Cluster?

- A. In the user's End User profile, the Cisco Extension Mobility pane must have the "Enable Extension Mobility" check box selected.
- B. In the device profile of the shared phone, the "Enable Extension Mobility Cross Cluster" check box must be selected.
- C. A device profile must exist for Cisco Extension Mobility users, with the Cisco Extension Mobility Cross Cluster Calling Search Space field configured.
- D. The shared phone device profile must be associated to the user's End User profile in Cisco Unified Communications Manager.

Correct Answer: C

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#### QUESTION 6

In which two ways are Cisco Unified Communications Manager CTI route ports typically used in the Cisco Unified Contact Center Enterprise solution? (Choose two.)

- A. to accept media for callers in the Cisco Unified IP IVR under control of the Cisco Unified Contact Center Enterprise system
- B. to manage incoming call signaling from the PSTN as Dialed Numbers for the Cisco Unified Contact Center Enterprise system
- C. to play media to callers for busy or disconnect tones from Cisco Unified Communications Manager
- D. to provide a call-signaling transfer point as part of a Translation Route to VRU node in the Cisco Unified Contact Center Enterprise call routing script
- E. to provide conference bridge resources to allow supervisors to barge into calls with agents in the Cisco Unified Contact Center Enterprise system

Correct Answer: BD

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#### QUESTION 7

When installing Microsoft SQL Server for the Cisco Unified Contact Center Enterprise 7.0 release, which of the following settings is required for TempDB?

- A. Check Autogrow option (enable).

- B. Clear Autogrow option (disable).
- C. Increase the size of the TempDB database and logs to half the available disk space.
- D. Leave database settings for TempDB at the default SQL settings.

Correct Answer: B

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#### QUESTION 8

Which steps are used to configure a calling search space in the Cisco Unified Communications Manager 6.1?

- A. call routing, dial rules, application dial rules
- B. call routing, class of control
- C. device, device settings
- D. device, remote destination

Correct Answer: C

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#### QUESTION 9

In the Cisco Unified Contact Center Enterprise 8.0 Outbound Option, which statement is true?

- A. The Outbound Option allows for a SIP and SCCP Dialer to be deployed on the same physical machine.
- B. The Outbound Option only supports either SIP or SCCP Dialers in a single Cisco Unified Contact Center Enterprise deployment.
- C. The reservation call that is made to hold the agent for the dialer-placed calls is done directly via the CTI desktop and does not generate a call in Cisco Unified Communications Manager.
- D. The Outbound Option SIP Dialer only works with Cisco Unified Customer Voice Portal, not with the Cisco Unified IP IVR.

Correct Answer: C

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#### QUESTION 10

A Dialed Number Plan is configured in the Cisco Unified ICM configuration to manage and track agent-initiated calls. Dialed Number Plan patterns can contain wildcard values. Which of the following options is not acceptable to use in the wildcard pattern?

- A. digits
- B. letters

C. and

D. ?

E. #

Correct Answer: C

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#### QUESTION 11

In a Cisco Unified Contact Center Enterprise deployment with two IP IVRs used for queuing, how does the system avoid sending calls to one of the IP IVRs if it is out of service?

- A. The ICM routing script translation route to VRU node automatically detects the out-of- service condition and ignores the failed IP IVR.
- B. The ICM routing script translation route to VRU node "consider if" is used to test the Peripheral Status.
- C. The Cisco Unified Communications Manager CTI ports for the IP IVR would have a "forward on failure" to redistribute the calls sent by the ICM to the failed ports.
- D. The ICM Send to VRU node "consider if" is used to test the peripheral status.

Correct Answer: B

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#### QUESTION 12

In a Cisco Unified Contact Center Enterprise solution using the Cisco IP IVR as a queue point, how do you transfer the caller to voice mail after the caller has already been placed in queue?

- A. Within the IP IVR queue script, use the Redirect step; the destination variable should be configured as the Unity CTI port.
- B. Within the IP IVR queue script, use the Redirect step; the destination variable should be configured as the voice mailbox extension number.
- C. Within the IP IVR queue script, use the IP IVR Set Enterprise Call Data step; in the ICM routing script, send the call to a label node that is the Unity CTI port.
- D. Within the IP IVR queue script, use the IP IVR Set Enterprise Call Data step; in the ICM routing script, send the call to a label node that is the voice mailbox extension number.

Correct Answer: D

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#### QUESTION 13

When building a duplexed Cisco Unified ICM Call Router or Peripheral Gateway, there are at least two network cards that need to be configured, visible and private.

Which network card options should not be enabled on the private card? (Choose two.)

- A. Client for Microsoft Networks and Internet Protocol (TCP/IP)
- B. Cisco Discovery Protocol Packet Driver and File and Printer Sharing for Microsoft Networks
- C. File and Printer Sharing for Microsoft Networks and Internet Protocol (TCP/IP)
- D. Client for Microsoft Networks and File and Printer Sharing for Microsoft Networks
- E. Internet Protocol (TCP/IP) and Network Monitor Tools
- F. Microsoft Telnet and WINS Client

Correct Answer: BD

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#### QUESTION 14

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 15

Refer to the exhibit. This is the setup of the Cisco Unified Communications Manager Telephony Call Control Group.

Which two of the following is true based on this configuration? (Choose two.)

- A. Callers will be unable to use keypad digits to enter numbers on these CTI ports because the Media Termination Support radio button has "No" selected.
- B. The trunk group number must be defined as "112" in the Cisco Unified Contact Center Enterprise Configuration Manager tool.
- C. The Device Name for the CTI ports of this group in Cisco Unified Communications Manager will be named "xxxx\_CTIP" where "xxxx" is the CTI port number.
- D. There are five CTI ports that begin with port number "3101" for this group in Cisco Unified Communications Manager.
- E. No calls will be routed to these CTI ports because the DN Calling Search Space is set to "None".



Correct Answer: BD

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