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# 642-164

## Cisco

*Unified Contact Center Express and Unified IP/IVR  
(UCCXD) v 1.1*

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**Question: 1**

Where do you enable the CRS engine?

- A. Publisher Activation page
- B. Component Activation page
- C. Cluster Setup page
- D. Server Setup page

**Answer: B**

**Question: 2**

When a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

- A. Timeout
- B. SQL Error
- C. Successful
- D. Connection Not Available

**Answer: C**

**Question: 3**

What three tasks are required to add a CRS application? (Choose three.)

- A. Create a trigger
- B. Create an application
- C. Restart the CRS engine
- D. Upload script to repository
- E. Configure default session timeout

**Answer: A, B, D**

**Question: 4**

CiscoWorks IP Telephony Environment Monitor (ITEM) provides what two serviceability capabilities? (Choose two.)

- A. Tool to collect syslog messages from multiple sources
- B. User Tracking to track IP telephones
- C. Diagnostic trace tools to analyze connectivity
- D. Monitoring of Cisco voice elements
- E. Problem alerts for operations personnel

**Answer: D, E**

**Question: 5**

When would the Cisco Supervisor Desktop fail to show an agent that is logged in?

- A. The agent is not ready.
- B. The agent is not on a call.
- C. The agent is an IP phone agent.
- D. The agent is not in the team currently being viewed by the supervisor.

**Answer: D**

**Question: 6**

Where are CTI route points added or configured for Cisco Unified Contact Center Express?

- A. Cisco Unified CallManager Device Configuration
- B. Cisco Unified Contact Center Express Directory Management
- C. Cisco Supervisor Desktop
- D. Cisco CRS Administration, JTAPI Trigger Creation
- E. Cisco Unified Contact Center Express Media Subsystem

**Answer: D**

**Question: 7**

What is a benefit of using subflows?

- A. Decreases the amount of flows
- B. Collects information about callers to agents
- C. Creates a framework for CRS Server status reporting
- D. Decreases latency through increased bandwidth on CRS Server
- E. Provides more efficient management of flows that are called by multiple other flows

**Answer: E**

**Question: 8**

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

**Answer: B**

**Question: 9**

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Resources
- B. Skill Groups
- C. Resource Groups
- D. Competence levels

**Answer: A**

**Question: 10**

When using the Call Subflow step, can variables be shared between the parent (calling) flow and the subflow?

- A. No.
- B. Yes.
- C. Yes, but they must be manually passed via input and output mapping.
- D. Yes, but they must be manually created in both flows and have the same name.

**Answer: C**

**Question: 11**

Which agent will be selected when the Resource Selection Criteria is set to circular routing?

- A. The agent who has been in the Available state for the longest amount of time
- B. The next available agent with the highest priority, as determined by the agent order in the Resources list
- C. The next available agent, based on the last agent selected and the agent order in the Resources list
- D. The agent assigned to the selected Resource Group and is thus qualified to be selected

**Answer: C**

**Question: 12**

Which phone type has the following support matrix for Cisco Unified Contact Center Express?  
version 4.0 unsupported  
version 4.5 supported  
version 5.0 supported

- A. SIP
- B. H.323
- C. MGCP
- D. SCCP

**Answer: A**

**Question: 13**

What types of orders are exempt from using the IPCC Express Configuration and Ordering Tool?

- A. Orders for coresident deployments
- B. Orders for adding more seats
- C. Orders for upgrading from standard
- D. Orders with less than five seats
- E. All orders require using the IPCC Express Configuration and Ordering Tool

**Answer: E**

**Question: 14**

What can help expose problems with script logic or validity by simulating the execution of a script?

- A. Alarm and Trace Configuration
- B. Debug session
- C. Script validation
- D. Script refresh

**Answer: B**

**Question: 15**

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

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



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