

Examcollection

<http://www.ipass4sure.com/examcollection.htm>

642-165

Cisco

Unified Communications Contact Center Express Implementation (UCCX)

<http://www.ipass4sure.com/exams.asp?examcode=642-165>

The 642-165 practice exam is written and formatted by Certified Senior IT Professionals working in today's prospering companies and data centers all over the world! The 642-165 Practice Test covers all the exam topics and objectives and will prepare you for success quickly and efficiently. The 642-165 exam is very challenging, but with our 642-165 questions and answers practice exam, you can feel confident in obtaining your success on the 642-165 exam on your FIRST TRY!

Cisco 642-165 Exam Features

- Detailed questions and answers for 642-165 exam
- Try a demo before buying any Cisco exam
- 642-165 questions and answers, updated regularly
- Verified 642-165 answers by Experts and bear almost 100% accuracy
- 642-165 tested and verified before publishing
- 642-165 examcollection vce questions with exhibits
- 642-165 same questions as real exam with multiple choice options

Acquiring Cisco certifications are becoming a huge task in the field of I.T. More over these exams like 642-165 exam are now continuously updating and accepting this challenge is itself a task. This 642-165 test is an important part of Cisco certifications. We have the resources to prepare you for this. The 642-165 exam is essential and core part of Cisco certifications and once you clear the exam you will be able to solve the real life problems yourself. Want to take advantage of the Real 642-165 Test and save time and money while developing your skills to pass your Cisco 642-165 Exam? Let us help you climb that ladder of success and pass your 642-165 now!

DEMO EXAM

For Full Version visit

<http://www.ipass4sure.com/allexams.asp>

QUESTION: 1

What happens if all CTI ports for the configured CTI Port Group are busy when a new call arrives?

- A. CallManager will forward the call to the directory number configured for forward-on busy for this CTI Route Point in CallManager.
- B. Caller will receive ringing treatment.
- C. An exception is raised, but the call is accepted and processed.
- D. Caller will receive network busy treatment.
- E. CallManager will forward the caller to the directory number configured in IPCC Express for overflow.

Answer: A

QUESTION: 2

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

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

Answer: A

QUESTION: 3

Which two Customer Response Solution deployment scenarios are valid for Cisco Unified Communications? (Choose two.)

- A. Contact Center Express communication with ICM via a co-resident PG
- B. Contact Center Express using the Enterprise CTI-OS toolkit
- C. IP IVR integrating with the Enterprise version to function as a queue point and self-service platform
- D. Contact Center Express communicating with ICM via a standalone PG on an expansion server
- E. Contact Center Express using the Enterprise Outbound option

Answer: A, C

QUESTION: 4

In CRS Administration, what is created on the Communications Manager when you add a Unified CM Telephony group?

- A. CRS CTI Route Point
- B. CTI Ports
- C. CRS Call Control Group
- D. Communications Manager Call Control Group

Answer: B

QUESTION: 5

Where do you enable the CRS engine?

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

Answer: D

QUESTION: 6

What is the main function of the CRS Editor?

- A. remotely manages the LDAP Directory
- B. creates CRS Engine reports
- C. creates application scripts for call flows
- D. manages the CRS Server

Answer: C

QUESTION: 7

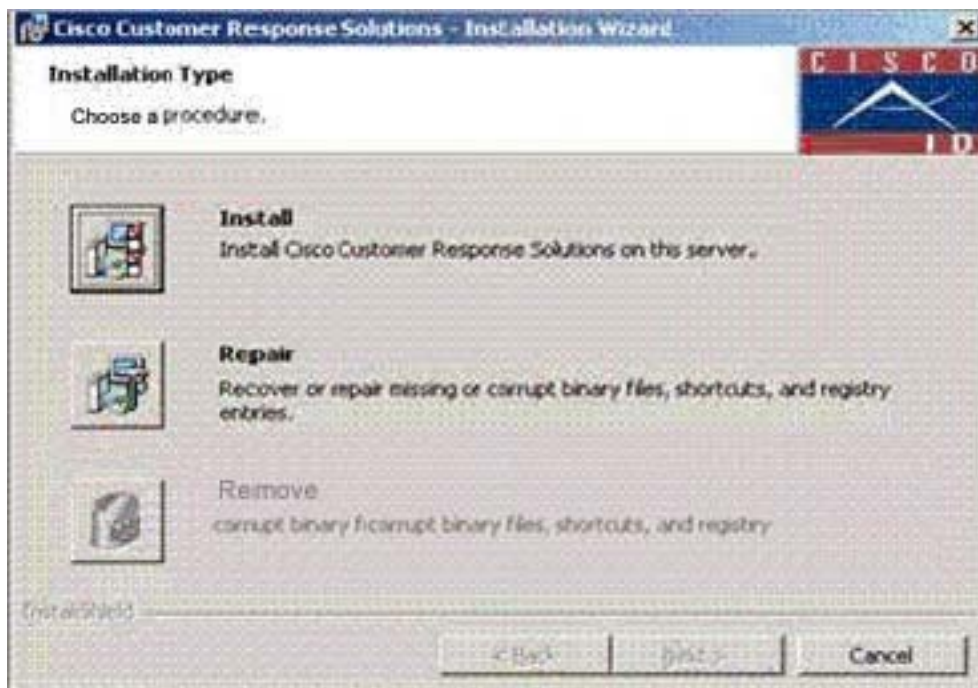
In Cisco Unified Contact Center Express, where is wrap-up data enabled?

- A. in CSQ configuration on Application Administration
- B. in workflow groups on Cisco Desktop Administrator
- C. in the Cisco Supervisor Desktop
- D. in resource configuration on Application Administration

Answer: B

QUESTION: 8

Exhibit:



Refer to the exhibit. What is the purpose of the Repair button in the Cisco Unified Contact Center Express 5.0 Installation Wizard?

- A. repair the Cisco Unified Communications Manager cluster associated with this Cisco CRS system
- B. remove a version of Cisco CRS that the user had attempted but failed to remove previously
- C. recover a Cisco CRS system
- D. reinstall the same version of Cisco CRS on top of the currently installed version

Answer: C

QUESTION: 9

What is a benefit of using sub flows?

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

Answer: E

QUESTION: 10

In the CRS Application Editor, where do you start the debugger?

- A. Toolbar
- B. Step palette
- C. Variable window
- D. Design window

Answer: A

QUESTION: 11

Which three feature enhancements are included in Cisco Unified Contact Center Express 5.0 Supervisor Desktop? (Choose three.)

- A. dockable windows
- B. graphical reports
- C. multi-tab browsers
- D. URL push to agents

Answer: A, B, D

QUESTION: 12

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

- A. Erlang B
- B. Erlang A



Pass4sure Certification Exam Features;

- Pass4sure offers over **2500** Certification exams for professionals.
- More than **98,800** Satisfied Customers Worldwide.
- Average **99.8%** Success Rate.
- Over **120** Global Certification Vendors Covered.
- Services of **Professional & Certified Experts** available via support.
- Free **90 days** updates to match real exam scenarios.
- **Instant Download Access!** No Setup required.
- Price as low as **\$19**, which is 80% more **cost effective** than others.
- **Verified answers** researched by industry experts.
- Study Material **updated** on regular basis.
- Questions / Answers are downloadable in **PDF** format.
- Mobile Device Supported (**Android, iPhone, iPod, iPad**)
- **No authorization** code required to open exam.
- **Portable** anywhere.
- **Guaranteed Success.**
- **Fast**, helpful support **24x7**.



View list of All certification exams offered;
<http://www.ipass4sure.com/allexams.asp>

View list of All Study Guides (SG);
<http://www.ipass4sure.com/study-guides.asp>

View list of All Audio Exams (AE);
<http://www.ipass4sure.com/audio-exams.asp>

Download Any Certification Exam DEMO.
<http://www.ipass4sure.com/samples.asp>

To purchase Full version of exam click below;
<http://www.ipass4sure.com/allexams.asp>

3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	Google	

and many others.. See complete list [Here](#)

