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Exam : **642-164**

Title : Unified Communications Contact Center Express.(UCCX)

Version : DEMO

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

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

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: ABD

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: DE

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

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

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

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

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

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