



642-164

(Unified Communications Contact Center Express Implementation)

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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

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