



## **642-164**

**(Unified Communications Contact Center Express Implementation)**

Document version: 1.04.11

## Important Note About 642-164 PDF

techeXams' **642-164 PDF** is a comprehensive compilation of questions and answers that have been developed by our team of certified professionals. In order to prepare for the actual exam, all you need is to study the content of this exam questions. An average of approximately 10 to 15 hours should be spent to study these exam questions and you will surely pass your exam. It's our guarantee.

### Copyright

techeXams holds the copyright of this material. techeXams grants you a limited license to view and study this material, either for personal or commercial use. Unauthorized reproduction or distribution of this material, or any portion thereof, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.

### Disclaimer

Neither this guide nor any material in this guide is sponsored, endorsed or affiliated with any of the respective vendor. All trademarks are properties of their respective owners.

## 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



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

## Get Full Version of Exam 642-164 PDF Q&A

techeXams presents authentic, genuine and valid study material, which promise 100% success in very first attempt. To take optimal results for 642-164 exam, you need to buy full version of 642-164 question and answer. An average of approximately 10 to 15 hours should be spent to study these exam questions and you will surely pass your exam. So come join us and quench your thirst for knowledge.

**Get complete 642-164 questions and answers by visiting URL**

**["http://www.techexams.ws/exams/642-164.do"](http://www.techexams.ws/exams/642-164.do)**