



**Vendor:** Cisco

**Exam Code:** 642-165

**Exam Name:** Unified Communications Contact Center  
Express Implementation (UCCX)

**Version:** DEMO

#### QUESTION 1

You are designing a Cisco Unified Contact Center Express system with four requirements:

- 250 configured agents
- 150 agents maximum logged in at any given time
- 30 agents able to make outbound calls
- 20 agents able to answer emails

How many premium seats should be purchased?

- A. 150 seats
- B. 180 seats
- C. 200 seats
- D. 250 seats

**Answer: A**

#### QUESTION 2

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

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

**Answer: C**

#### QUESTION 3

Which criterion can be used to control supervisor workflows?

- A. length of time an agent is in the NotReady state
- B. number of agents logged in
- C. number of calls abandoned
- D. duration of oldest call in queue

**Answer: D**

#### QUESTION 4

In a Cisco Unified Contact Center Express deployment with Cisco Unified Communications Manager Express, which feature is disabled on the Cisco Agent Desktop?

- A. recording
- B. monitoring
- C. embedded browser
- D. call-control buttons

**Answer: D**

**QUESTION 5**

Where are Cisco Unified CCX users managed and their data stored when deployed with Cisco Unified Communications Manager Express?

- A. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Contact Center Express database
- B. in Application Administration with user data stored in the Cisco Unified Contact Center Express database
- C. in Cisco Unified Communications Manager Express with user data stored in the Cisco Unified Communications Manager Express database
- D. in Application Administration with user data stored in the Cisco Unified Communications Manager Express database

**Answer: B**

**QUESTION 6**

How is the default eMail address in the eMail Subsystem Configuration page used?

- A. It receives all mail sent in the Send eMail step as a bcc.
- B. It is the From address for emails sent by agents using Agent E-mail.
- C. It is used if no email contact is specified in the Create eMail step.
- D. It becomes the From address in the Send eMail step if no address is specified.

**Answer: D**

**QUESTION 7**

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

- A. Contact Service Queue
- B. Skill Groups
- C. Resource Groups
- D. competence levels

**Answer: A**

**QUESTION 8**

Which three fields are used in defining a CSQ in Cisco Unified Contact Center Express Enhanced? (Choose three.)

- A. Agent Name
- B. WrapUp Time
- C. Service Level
- D. Overflow CSQ
- E. Automatic Work
- F. CCX Application

**Answer: BCE**

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