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Exam : **642-162**

Title : IP Contact Center Express
Implementation Exam

Version : DEMO

1. 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.

Correct: D

2. What are three of the fields used in defining a CSQ in IPCC Express Enhanced? (Choose three.)

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

Correct: A B E

3. What formula do you use to calculate the number of agents in a Call Center?

- A. Erlang B
- B. Erlang C
- C. $AHT * BHCA$
- D. VG ports + IVR ports

Correct: B

4. What types of orders are exempt from using the IPCC Express Configuration and Ordering Tool?

- A. orders for coresident deployments
- B. orders for adding more seats
- C. orders for upgrading from standard
- D. orders with less than five seats
- E. all orders require using the IPCC Express Configuration and Ordering Tool

Correct: E

5. What issues notification messages for CRS engine errors?

- A. SNMP Trap
- B. Alarm
- C. CDP
- D. syslog

Correct: A

6. 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

Correct: C

7. What is the Flush Input Buffer setting used for in the Input tab of the Menu step?

- A. to release memory held by the prompt variable
- B. to clear the value of the menu choice before the prompt is played
- C. to prevent the previous value from being used again on the menu choice

D.to prevent the caller from entering a menu choice before the prompt has played

Correct:B

8.How are CTI ports in a CTI Port Group added on the CRS Server?

A.They must be created in Cisco Unified CallManager in ascending order (i.e., 1001, 1002, and 1003) with no gaps or missing numbers in the group.

B.They can be assigned as a range of ports in CRS Application Administration.

C.They are the same as the CTI Route Points in the Cisco Unified CallManager and automatically built in CRS when they are associated with the JTAPI user.

D.They are the same as the CTI Route Points in the Cisco Unified CallManager and automatically built in CRS when they are associated with the RM JTAPI user.

Correct:B

9.Which statement is true about the default e-mail address used in the E-mail Subsystem Configuration page?

A.If no From field is specified with an address in the Send E-mail step, it will use the default.

B.All Send E-mail steps are automatically sent as a Blind cc: to the default.

C.Alarms that are generated by the CRS Server are automatically sent to it.

D.If no e-mail contact is specified in the Create E-mail step, the default is used.

Correct:A

10.What is the maximum number of CTI ports for a Cisco Unified Contact Center Express 4.0 Standard deployment?

A.150

B.200

C.300

D.varies based on the number of expansion servers used

E.varies based on the number of applications configured

Correct:C