

Exam : Cisco 642-164

**Title : Unified Communications
Contact Center
Express.(UCCX)**

Version : Demo

Important Note, Please Read Carefully

Other VisualExams products

[All visual exams IT Exam Products](#)

Our products of Offline Testing Engine

Use the offline Testing engine product to practice the questions in an exam environment.

Build a foundation of knowledge which will be useful also after passing the exam.

[visual exams Testing Engine](#)

Latest Version

We are constantly reviewing our products. New material is added and old material is revised. Free updates are available for 90 days after the purchase. You should check your member zone at VisualExams and update 3-4 days before the scheduled exam date.

Here is the procedure to get the latest version:

1. Go to <http://www.visual exams.com/>
2. Log in the **User Center**
3. The latest versions of all purchased products are downloadable from here. Just click the links.

Feedback

If you spot a possible improvement then please let us know. We always interested in improving product quality.

Feedback should be send to Visual exams@hotmail.com. You should include the following: Exam number, version, page number, question number, and your login Account.

Our experts will answer your mail promptly.

Explanations

This product does not include explanations at the moment. If you are interested in providing explanations for this exam, please contact Visual exams@hotmail.com.

Features

- Comprehensive questions with complete details
- Instant Downloadable in PDF form.
- Verified Answers Researched by Industry Experts
- Questions accompanied by exhibits.
- Drag and Drop questions as experienced in the Actual Exams.
- These questions and answers are backed by our GUARANTEE.
- Questions updated on regular basis.
- Like actual certification exams our product is in multiple-choice questions (MCQs)

Commitment to Your Success: At VisualTestExam.com, we are committed to you ongoing success. Our exams and questions are constantly being updated and compared to industry standards.

Want to earn a Microsoft certification like MCSE, MCSE 2003, CCNA, CCNP? Thinking about getting an A+ or CCSP?

A, CCSP or Network+ Certification with less effort and time. You will be astonished at the theoretical and practical knowledge you will acquire in such a short period of time using our Certification Training Products. Our Study material will enable you to pass your Microsoft, Your Cisco and any other certification on the very first attempt.

Guarantee

Visualexams provides the most competitive quality of all exams for the customers, we guarantee your success at the first attempt with only our Certification Question&Answers, if somehow you do not pass the exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!

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

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

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

13. 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

Answer: E

14. What can help expose problems with script logic or validity by simulating the execution of a script?

A. Alarm and Trace Configuration

B. debug session

C. script validation

D. script refresh

Answer: B

15. When a call terminates, which Cisco Unified CCX setting takes precedence over "Automated Available" to determine the agent's next state?

A. Automatic Work

B. Automatic WrapUp

C. Prompt for this CSQ

D. Service Level settings

E. Resource Pool selection

Answer: A

Visualexams.com was founded in 2006. The safer,easier way to help you pass any IT Certification exams . We provide high quality IT Certification exams practice questions and answers(Q&A). Especially Adobe, Apple, Citrix, Comptia, EMC, HP, HuaWei, LPI, Nortel, Oracle, SUN, Vmware and so on. And help you pass any IT Certification exams at the first try.

Web site: <http://www.visualexams.com>

You can reach us at any of the email addresses listed below.

E-Mail: [visualexams \(at\) hotmail.Com](mailto:visualexams@hotmail.com)