



Cisco 642-162

IP Contact

Q&A

DEMO Version

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Technical and Support Team
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Total number of questions: 138

Topic 1, Main Questions (70 Questions)

QUESTION NO: 1

Which should you check to verify that you have correct software product versions installed? (Choose four.)

- A. Administration Guide
- B. Release Notes
- C. Software Center
- D. Application Administration
- E. Compatibility Matrices
- F. patch availability

Answer: B, D, E, F

QUESTION NO: 2

When will a skills-based CSQ that requires a skill competency of four (4) select an IPCC Express agent?

- A. if the ICD agent is available and has a skill competency of nine (9) in another skill defined in CRS
- B. if the ICD agent is available and has a skill competency of one (1) in the required skill for the CSQ
- C. if the ICD agent is available and has a skill competency of seven (7) in the required skill for the CSQ
- D. if the ICD agent is available and has a skill competency of three (3) in the required skill defined in CRS

Answer: C

QUESTION NO: 3 DRAG DROP

As an instructor at TestKing.com you are required to drag the Wrapup Timer configuration setting to the proper definition.

Wrapup Timer configuration

Place here

- The next state is defined by the agent's Auto Available setting
- An Agent in Work state remains in Work state when answering a non-IPCC Express call
- When an agent answers a non-IPCC Express call a gent state is changed to Not Ready

- Place here
- Place here
- Place here

Select from these

- Wrapup Timer Enabled
- Wrapup Timer Disabled
- Wrapup Timer Expired

Answer:

Explanation:

Wrapup Timer configuration

Place here

- The next state is defined by the agent's Auto Available setting
- An Agent in Work state remains in Work state when answering a non-IPCC Express call
- When an agent answers a non-IPCC Express call a gent state is changed to Not Ready

- Wrapup Timer Expired
- Wrapup Timer Disabled
- Wrapup Timer Enabled

QUESTION NO: 4

What formula do you use to compute the number of IVR ports?

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

Answer: A

QUESTION NO: 5

Which of the following is not a CRS Telephony or Media Subsystem?

- A. JTAPI
- B. Cisco Media
- C. VXML
- D. MRCP ASR
- E. MRCP TTS

Answer: C

QUESTION NO: 6 DRAG DROP

You are a network engineer at TestKing.com. You are configuring IPCCX and you will create several items that relate to either CallManager or CRS.

You are required to the configuration to what it relates to the right.

Configuration Objects, Select from these

CTI Route Ports	Port Groups	Remote Monitoring
Agent Teams	Skills	CTI Ports
JTAPI User	Supervisors	

Place CRS objects here

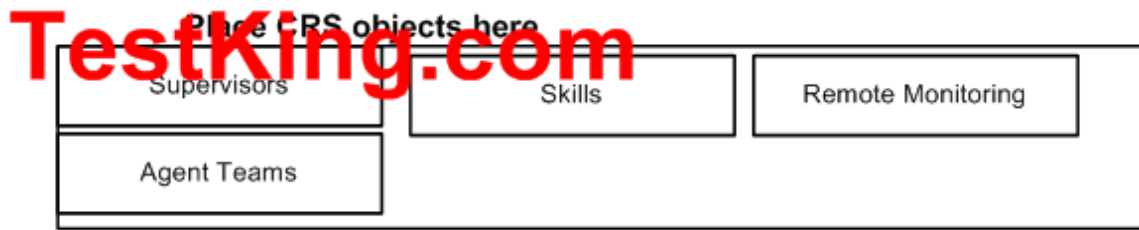
Place here

Place CallManager objects here

Place here

Answer:

Explanation:

**QUESTION NO: 7**

What is the maximum number of CTI ports for an IPCC Express Standard deployment?

- A. 150
- B. 200
- C. 300
- D. Depends upon how many expansion servers are used
- E. Depends upon the number of applications configured

Answer: C

QUESTION NO: 8 DRAG DROP

You are a TestKing.com network consultant. At the client site you are giving a lecture and you are required to provision the JTAPI subsystem to complete the task below.

You need to drag the functions to the proper tasks.

Function, select from these

- Serves calls as they arrive at the CRS server
- Pool together a series of CTI ports
- Invoke application scripts
- Provide a CCMN user ID and password
- Responds to incoming contacts
- Specify the server for Cisco CallManager CTI Manager

Add a JTAPI provider

Place here

Provision JTAPI Call Control Groups

Place here

Provision a JTAPI trigger

Place here

Answer:

Explanation:

Add a JTAPI provider

Pool together a series of CTI ports

Provide a CCMN user ID and password

Provision JTAPI Call Control Groups

Specify the server for Cisco CallManager CTI Manager

Responds to incoming contacts

Provision a JTAPI trigger

Invoke application scripts

Serves calls as they arrive at the CRS server

QUESTION NO: 9

What two things happen when the CRS Publisher Database on an HRDB expansion server fails? (Choose two.)

- A. All call processing immediately begins using the CRS Subscriber Database.
- B. Calls in queue are dropped.
- C. Agent calls are dropped.
- D. Agents are automatically logged out.

- E. CRS configuration changes are blocked until the CRS Publisher Database is restored and synchronized with the CRS Subscriber Database.
- F. Configuration changes are buffered until the CRS Publisher Database is restored.

Answer: A, E

QUESTION NO: 10

A customer with IPCC Express Standard reports that a script using the Database steps is not working. What is the most likely root cause?

- A. The script probably has an error in the DSN configuration.
- B. IPCC Express Standard is not licensed for Database steps.
- C. The script probably has an error in the query string.
- D. There is probably an interoperability problem between IPCC Express and the database.

Answer: B

QUESTION NO: 11

What features are supported in a license for IPCC Express 4.0 Enhanced? (Choose three.)

- A. database integration
- B. prompt and collect
- C. VoiceXML
- D. read HTTP and XML Documents
- E. announcements

Answer: B, D, E

QUESTION NO: 12

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