

## 642-162 IP Communications

### Cisco IP Contact Center Express Implementation Exam

**Practice Exam:** 642-162 Exams

**Exam Number/Code:** 642-162

**Exam Name:** IP Contact Center Express Implementation Exam

**Questions and Answers:** 136 Q&As

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1. Which of the following are automatically configured on the CallManager when entered on the CRS Application Administration? (Choose three.)

- A. CTI port
- B. CTI Route Point
- C. agent skills
- D. JTAPI user
- E. CRS prompt language
- F. ASR provider

Answer: ABD

2. What can you install on IPCC Express to protect against worms, zero-day viruses, and other immediate security threats?

- A. Microsoft Management Console
- B. Cisco Security Agent (headless agent)
- C. Cisco Security Agent Management Center
- D. Microsoft SQL Server 2000

Answer: B

3. Which of the following require physical CD/DVD media to be ordered and received prior to patching and/or upgrading IPCC Express 4.0? (Choose two.)

- A. Major Release
- B. Minor Release
- C. Maintenance Release
- D. Service Release
- E. Engineering Special

Answer: AB

4. The Cisco CRS Server must be configured to communicate and interoperate with the Cisco CallManager. Which two must be configured on the Cisco CRS Server? (Choose two.)

- A. Application Management to load applications
- B. JTAPI Subsystem with the JTAPI Call Control Group
- C. Database Subsystem communication with LDAP Directory
- D. JTAPI Subsystem with the JTAPI provider

Answer: BD

5. Which Media Resource collects DTMF data from callers?

- A. JTAPI
- B. Cisco Media Termination (CMT)
- C. MRCP ASR
- D. MRCP TTS

Answer: B

6. 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

7. What are the components of the JTAPI Subsystem? (Choose three.)

- A. provider
- B. CTI ports
- C. call control groups
- D. CMT Dialog Control Group
- E. trigger
- F. RM provider

Answer: ACE

8. 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

9. Which Codec should be selected when a CRS cluster uses Automatic Speech Recognition (ASR)?

- A. G.711
- B. G.723
- C. G.729
- D. Any Codec works fine with ASR.

Answer: A

10. In CRS Administration, when you add a JTAPI Call Control Group, what is created on the Cisco CallManager?

- A. CallManager Call Control Group
- B. CRS CTI Route Point
- C. CRS JTAPI User
- D. CTI ports
- E. CRS Call Control Group
- F. CTI Route Points and directory numbers

Answer: D

11. 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

12. The CRS Installer is used to perform which functions? (Choose three.)

- A. install CRS software
- B. back up CRS data
- C. repair a CRS installation
- D. back up CallManager data
- E. remove a CRS installation (uninstall)
- F. activate CRS components

Answer: ACE

13. How do you start an event-triggered debug session?

- A. Select "Start" from the Debug menu in CRS Script Editor.
- B. Select "Reactive Script..." from the Debug menu in CRS Script Editor.
- C. Select "Debugging" from the Trace menu in CRS Application Administration.
- D. Select "Start Trace" from the Trace menu in CRS Application Administration.

Answer: B

14. Which of the following step libraries is included in the license for IPCC Express Standard?

- A. ICM steps
- B. e-mail steps
- C. media steps
- D. database steps

Answer: C

15. How many languages can be installed for the Cisco Agent Desktop (CAD) and the Cisco Supervisor Desktop (CSD)?

- A. one language for both the CAD and the CSD
- B. one language for the CAD and a different language for the CSD
- C. two languages for the CAD and one language for the CSD
- D. two languages for both the CAD and the CSD

Answer: A

16. In IPCC Express 4.0, where is product licensing stored, and how can configured licenses be viewed?

- A. stored in local files, viewed in CRS License Update Utility
- B. stored in LDAP, viewed in CRS Application Administration
- C. stored in local files, viewed in CRS Application Administration
- D. stored in LDAP, viewed in CRS License Update Utility

Answer: B

17. 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

18. When deploying IPCC Express 4.0 for the first time, when and where is the licensing of the customer specified?

- A. during Installation Cluster Setup, in the CRS Installer
- B. after installation, during first-time login, in CRS Application Administration
- C. after installation, in CRS License Update Utility
- D. during Installation Server Setup, in the CRS Installer

Answer: B

19. What are two possible root causes of the Application Subsystem going into "partial service?" (Choose two.)

- A. JTAPI User problem
- B. CTI Route Point problem
- C. CTI Port Group problem
- D. script problem
- E. application problem

Answer: DE

20. 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.

Answer: B

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