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642-162

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IP Contact Center Express Implementation

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Question: 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

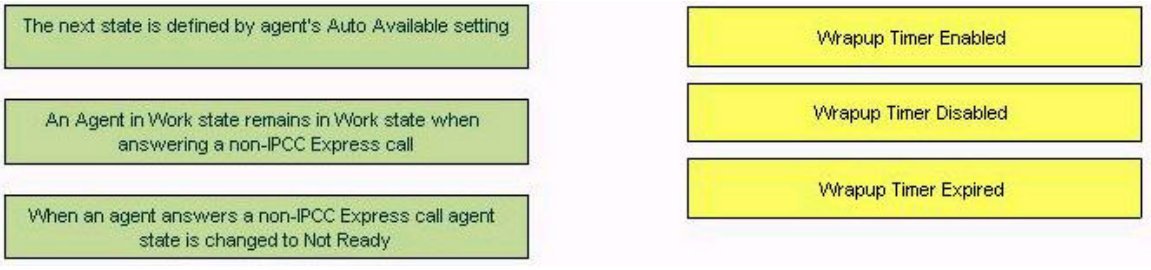
Answer: B, D, E, F

Question: 2
When will a skills-based CSQ that requires a skill competency of four (4) select an IPCC Express agent?

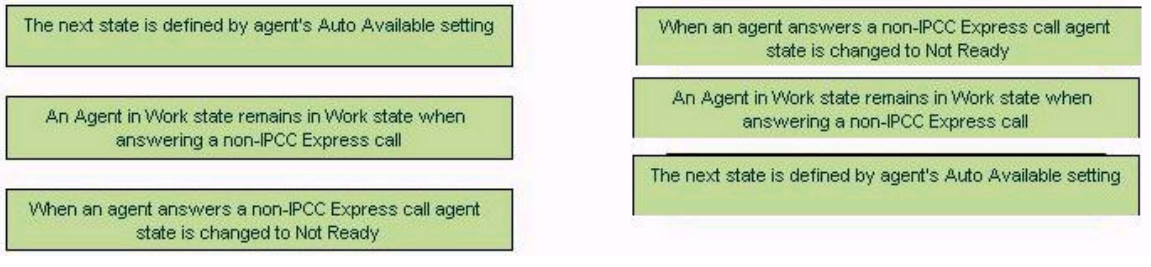
A. If the ICD agent is available and has a skill competency of nine (9) in another skill defined in CRS
B. If the ICD agent is available and has a skill competency of one (1) in the required skill for the CSQ
C. If the ICD agent is available and has a skill competency of seven (7) in the required skill 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: 3
As an instructor at Company.com you are required to drag the Wrapup Timer configuration setting to the proper definition.



Answer:



Question: 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

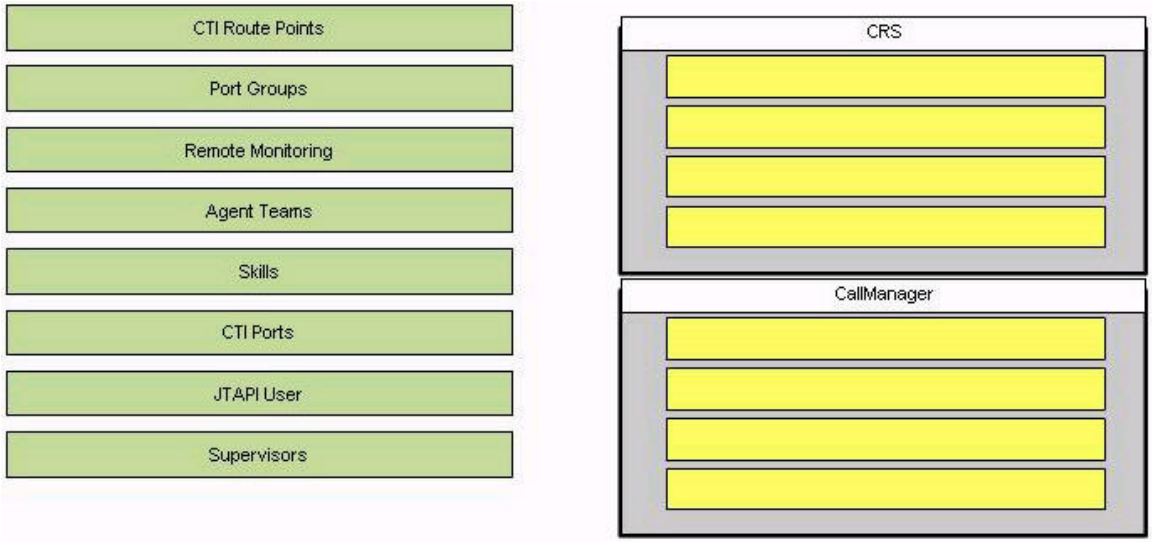
Answer: A

Question: 5
Which of the following is not a CRS Telephony or Media Subsystem?

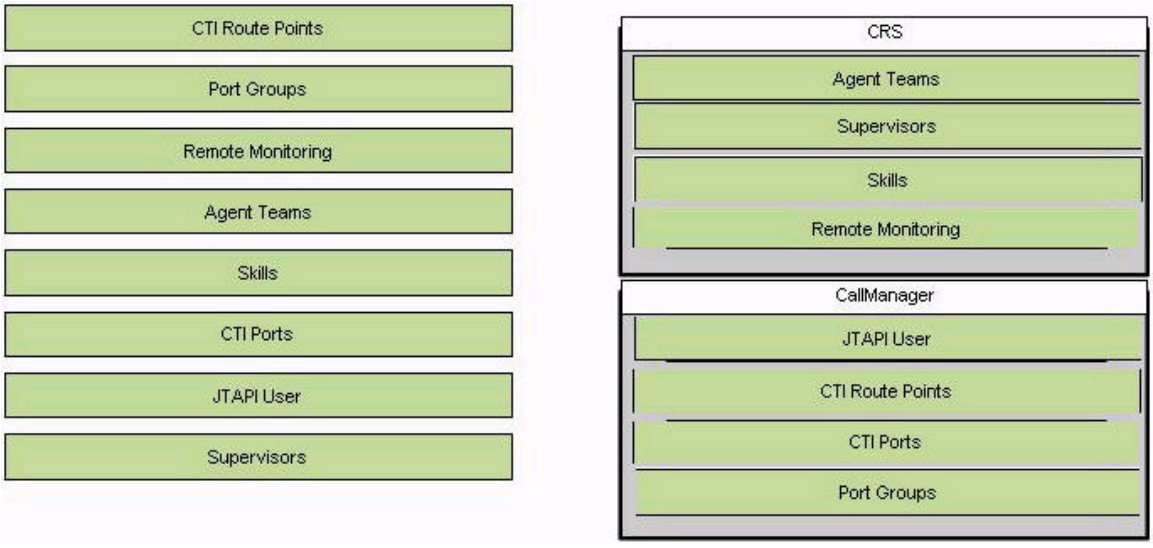
A. JTAPI
B. Cisco Media
C. VXML
D. MRCP ASR
E. MRCP TTS

Answer: C

Question: 6
You are a network engineer at Company.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.



Answer:

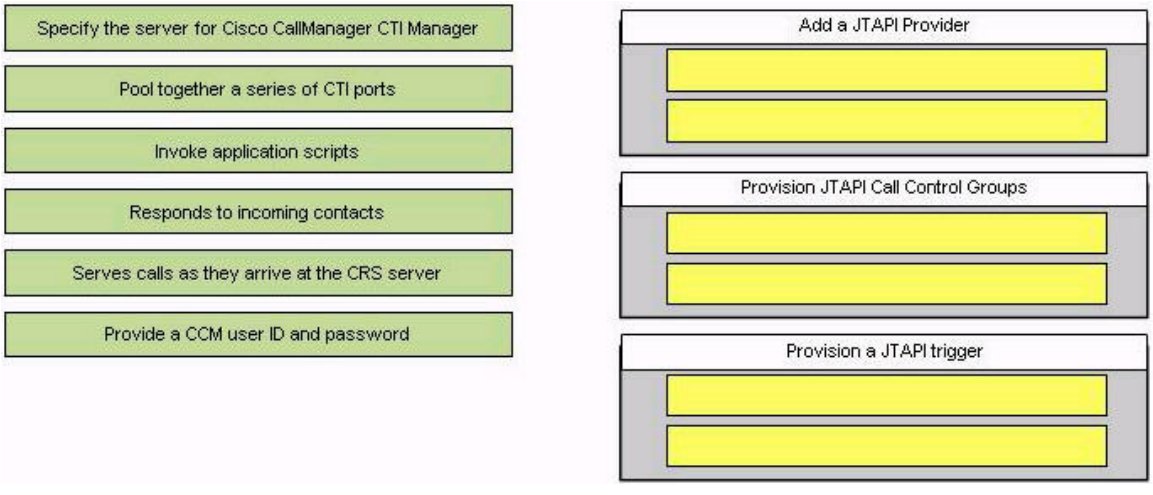


Question: 7
What is the maximum number of CTI ports for an IPCC Express Standard deployment?

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: 8
You are a Company.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.



Answer:

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BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
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