

# 642-162

## Cisco

### *IP Contact Center Express Implementation*

*OfficialCerts.com is a reputable IT certification examination guide, study guides and audio exam provider. We ensure that you pass your 642-162 exam in first attempt and also get high scores to acquire Cisco certification.*

*If you use OfficialCerts 642-162 Certification questions and answers, you will experience actual 642-162 exam questions/answers. We know exactly what is needed and have all the exam preparation material required to pass the exam. Our Cisco exam prep covers over 95% of the questions and answers that may be appeared in your 642-162 exam. Every point from pass4sure 642-162 PDF, 642-162 review will help you take Cisco 642-162 exam much easier and become Cisco certified.*

*Here's what you can expect from the OfficialCerts Cisco 642-162 course:*

- \* Up-to-Date Cisco 642-162 questions as experienced in the real exam.*
- \* 100% correct Cisco 642-162 answers you simply can't find in other 642-162 courses.*
- \* All of our tests are easy to download. Your file will be saved as a 642-162 PDF.*
- \* Cisco 642-162 brain dump free content featuring the real 642-162 test questions.*

*Cisco 642-162 certification exam is of core importance both in your Professional life and Cisco certification path. With Cisco certification you can get a good job easily in the market and get on your path for success. Professionals who passed Cisco 642-162 exam training are an absolute favorite in the industry. You will pass Cisco 642-162 certification test and career opportunities will be open for you.*

<http://news.ift.org/?newsid=exams.asp?examcode=642-162>



**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.

The next state is defined by 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 agent state is changed to Not Ready

Wrapup Timer Enabled

Wrapup Timer Disabled

Wrapup Timer Expired

**Answer:**

The next state is defined by 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 agent state is changed to Not Ready

Wrapup Timer Expired

Wrapup Timer Disabled

The next state is defined by agent's Auto Available setting

**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**

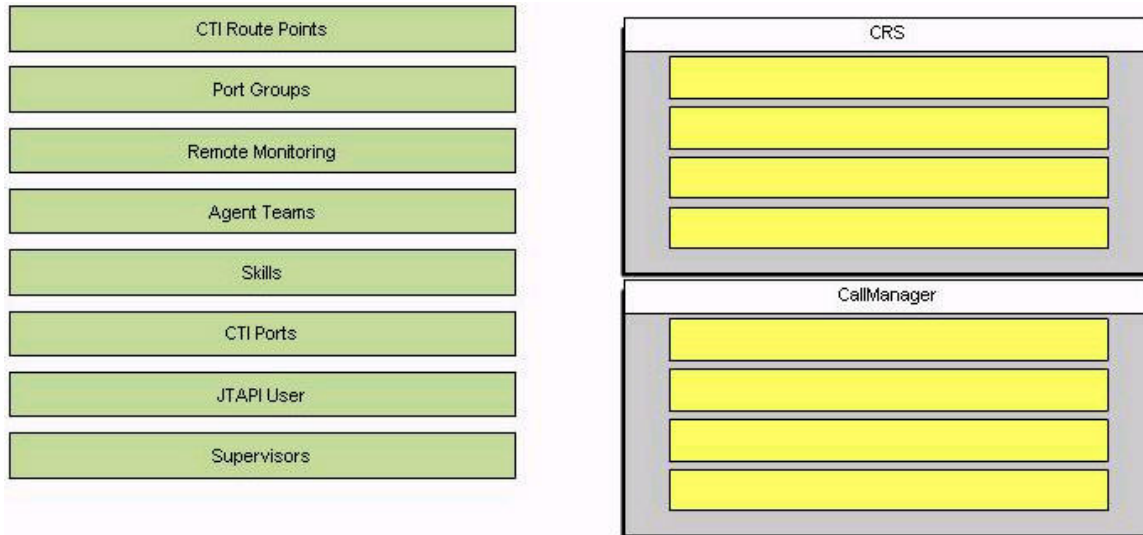
Which of the following is not a CRS Telephony or Media Subsystem?

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

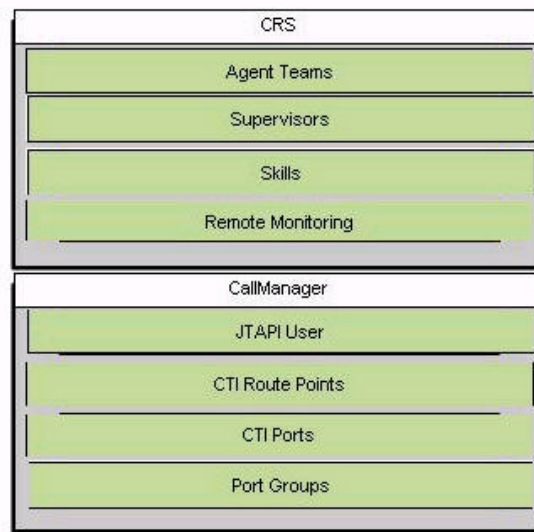
**Answer: C**

**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**

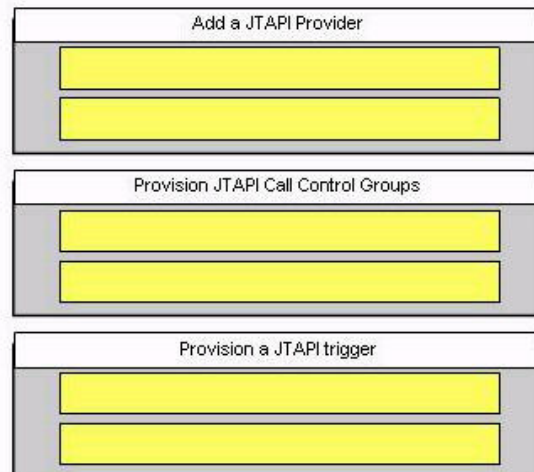
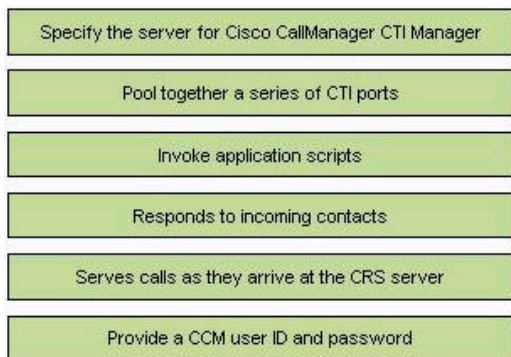
What is the maximum number of CTI ports for an IPCC Express Standard deployment?

- 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:**

## OfficialCerts.com Certification Exam Full Version Features;

- Verified answers researched by industry experts.
- Exams **updated** on regular basis.
- Questions, Answers are downloadable in **PDF** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams we offer;

<http://www.officialcerts.com/allexams.asp>

To contact our Support;

<http://www.officialcerts.com/support.asp>

View FAQs

<http://www.officialcerts.com/faq.asp>

Download All Exams Samples

<http://www.officialcerts.com/samples.asp>

To purchase Full Version and updated exam;

<http://www.officialcerts.com/allexams.asp>



Shop now using **PayPal**



3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	Google	

*You have made the*  
**Right Choice**

You are becoming member of most comprehensive, accurate, highest quality and lowest cost certification resource in the world.

