

642-165

Cisco

Visit: <http://www.pass4sureofficial.com/exams.asp?examcode=642-165>

Pass4sureofficial.com is a reputable IT certification examination guide, study guides and audio exam provider, we not only ensure that you pass your 642-165 exam in first attempt, but also you can get a high score to acquire Cisco certification.

If you use pass4sureofficial 642-165 Certification questions and answers, you will experience actual 642-165 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 642-165 exam. Every point from pass4sure 642-165 PDF, 642-165 review will help you take Cisco 642-165 exam much easier and become Cisco certified. All the Questions/Answers are taken from real exams.

Here's what you can expect from the Pass4sureOfficial Cisco 642-165 course:

- * Up-to-Date Cisco 642-165 questions taken from the real exam.
- * 100% correct Cisco 642-165 answers you simply can't find in other 642-165 courses.
- * All of our tests are easy to download. Your file will be saved as a 642-165 PDF.
- * Cisco 642-165 brain dump free content featuring the real 642-165 test questions.

Cisco 642-165 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 642-165 exam training are an absolute favorite in the industry. You will pass Cisco 642-165 certification test and career opportunities will be open for you.



QUESTION: 1

What happens if all CTI ports for the configured CTI Port Group are busy when a new call arrives?

- A. CallManager will forward the call to the directory number configured for forward-on busy for this CTI Route Point in CallManager.
- B. Caller will receive ringing treatment.
- C. An exception is raised, but the call is accepted and processed.
- D. Caller will receive network busy treatment.
- E. CallManager will forward the caller to the directory number configured in IPCC Express for overflow.

Answer: A

QUESTION: 2

Which agent will be selected when the Resource Selection Criteria is set to circular routing?

- A. the next available agent, based on the last agent selected and the agent order in the Resources list
- B. the agent who has been in the Available state for the longest amount of time
- C. the next available agent with the highest priority, as determined by the agent order in the Resources list
- D. the agent assigned to the selected Resource Group and is thus qualified to be selected

Answer: A

QUESTION: 3

Which two Customer Response Solution deployment scenarios are valid for Cisco Unified Communications? (Choose two.)

- A. Contact Center Express communication with ICM via a co-resident PG
- B. Contact Center Express using the Enterprise CTI-OS toolkit
- C. IP IVR integrating with the Enterprise version to function as a queue point and self-service platform
- D. Contact Center Express communicating with ICM via a standalone PG on an expansion server
- E. Contact Center Express using the Enterprise Outbound option

Answer: A, C

QUESTION: 4

In CRS Administration, what is created on the Communications Manager when you add a Unified CM Telephony group?

- A. CRS CTI Route Point
- B. CTI Ports
- C. CRS Call Control Group
- D. Communications Manager Call Control Group

Answer: B

QUESTION: 5

Where do you enable the CRS engine?

- A. Cluster Setup page
- B. Server Setup page
- C. Publisher Activation page
- D. Component Activation page

Answer: D

QUESTION: 6

What is the main function of the CRS Editor?

- A. remotely manages the LDAP Directory
- B. creates CRS Engine reports
- C. creates application scripts for call flows
- D. manages the CRS Server

Answer: C

QUESTION: 7

In Cisco Unified Contact Center Express, where is wrap-up data enabled?

- A. in CSQ configuration on Application Administration
- B. in workflow groups on Cisco Desktop Administrator
- C. in the Cisco Supervisor Desktop
- D. in resource configuration on Application Administration

Answer: B

QUESTION: 8

Exhibit:



Refer to the exhibit. What is the purpose of the Repair button in the Cisco Unified Contact Center Express 5.0 Installation Wizard?

- A. repair the Cisco Unified Communications Manager cluster associated with this Cisco CRS system
- B. remove a version of Cisco CRS that the user had attempted but failed to remove previously
- C. recover a Cisco CRS system
- D. reinstall the same version of Cisco CRS on top of the currently installed version

Answer: C

QUESTION: 9

What is a benefit of using sub flows?

- A. creates a framework for CRS Server status reporting
- B. decreases latency through increased bandwidth on CRS Server
- C. collects information about callers to agents
- D. decreases the amount of flows
- E. provides more efficient management of flows that are called by multiple other flows

Answer: E

QUESTION: 10

In the CRS Application Editor, where do you start the debugger?

- A. Toolbar
- B. Step palette
- C. Variable window
- D. Design window

Answer: A

QUESTION: 11

Which three feature enhancements are included in Cisco Unified Contact Center Express 5.0 Supervisor Desktop? (Choose three.)

- A. dockable windows
- B. graphical reports
- C. multi-tab browsers
- D. URL push to agents

Answer: A, B, D

QUESTION: 12

What formula do you use to calculate the number of Voice Gateway ports?

- A. Erlang B
- B. Erlang A

Pass4SureOfficial.com Lifetime Membership Features;

- Pass4SureOfficial Lifetime Membership Package includes over **2500** Exams.
- **All** exams Questions and Answers are included in package.
- **All** Audio Guides are included **free** in package.
- **All** Study Guides are included **free** in package.
- **Lifetime** login access.
- Unlimited download, no account expiry, no hidden charges, just one time \$99 payment.
- **Free updates** for Lifetime.
- **Free Download Access** to All new exams added in future.
- Accurate answers with explanations (If applicable).
- Verified answers researched by industry experts.
- Study Material **updated** on regular basis.
- Questions, Answers and Study Guides are downloadable in **PDF** format.
- Audio Exams are downloadable in **MP3** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams (Q&A) downloads

<http://www.pass4sureofficial.com/allexams.asp>

View list of All Study Guides (SG) downloads

<http://www.pass4sureofficial.com/study-guides.asp>

View list of All Audio Exams (AE) downloads

<http://www.pass4sureofficial.com/audio-exams.asp>

Download All Exams Samples

<http://www.pass4sureofficial.com/samples.asp>

To purchase \$99 Lifetime Full Access Membership click here

<http://www.pass4sureofficial.com/purchase.asp>

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	SNIA	

