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Exam : 642-162

Title : IP Contact Center Express Implementation

Ver : 10.03.07

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:

DRAG DROP

As an instructor at Certkiller .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	Place here
An Agent in Work state remains in Work state when answering a non-IPCC Express call	Place here
When an agent answers a non-IPCC Express call a gent state is changed to Not Ready	Place here

Select from these

Wrapup Timer Enabled	Wrapup Timer Disabled	Wrapup Timer Expired
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Answer:

Explanation:

Wrapup Timer configuration

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 agent state is changed to Not Ready

Place here

Wrapup Timer Expired

Wrapup Timer Disabled

Wrapup Timer Enabled

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:

DRAG DROP

You are a network engineer at Certkiller .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:

Place CRS objects here

Supervisors	Skills	Remote Monitoring
Agent Teams		

Place CallManager objects here

JTAPI User	CTI Route Ports	CTI Ports
Port Groups		

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:

DRAG DROP

You are a Certkiller .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:

Add a JTAPI provider

Specify the server for Cisco CallManager CTI Manager

Provide a CCMN user ID and password

Provision JTAPI Call Control Groups

Pool together a series of CTI ports

Responds to incoming contacts

Provision a JTAPI trigger

Invoke application scripts

Serves calls as they arrive at the CRS server

Explanation:

- In JTAPI Provider you have to input the IP or the name for the Callmanager CTI Manager.
- JTAPI Call Control Groups create the CTI ports in Callmanager.

QUESTION 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 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 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 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
- D. orders with less than five seats
- E. all orders require using the IPCC Express Configuration and Ordering Tool

Answer: E

QUESTION 13:

Which three of the following are valid CRS deployment scenarios? (Choose three.)

- A. High Availability CRS Engines running on hardware from different server classes
- B. High Availability CRS Engines running on similar hardware from the same server class but from different vendors
- C. High Availability CRS Engines and database and a simplex Recording Server
- D. High Availability CRS Engines and four simplex VoIP Monitoring Servers
- E. CCM co-resident deployment on an MCS 7815

Answer: B, D, E

QUESTION 14:

What is the typical number of trunks in a Call Center?

- A. equal to half the number of IVR ports
- B. greater than the number of IVR ports plus the number of agent phones
- C. less than or equal to the number of IVR ports plus the number of agent phones
- D. twice the number of IVR ports plus the number of agent phones

Answer: C

QUESTION 15:

How does the Extended Get Digit String step differ from the Get Digit String? (Choose two.)

- A. It can be used in conjunction with another step.
- B. It allows the application programmer into another section of the application.
- C. Most of the Extended Get Digit String variables can be changed while the application is running.
- D. It allows the entry of a Boolean expression for the Interruptible and Clear DTMF Buffer on Retry fields.

Answer: C, D

QUESTION 16:

How many skills may an agent have?

- A. 25

- B. 50
- C. no enforced limit
- D. as many as the number of ports supported on the server

Answer: B

QUESTION 17:

You have just successfully added a JTAPI trigger in CRS Administration. Which two items are automatically configured on your CallManager? (Choose two.)

- A. CTI dialogue control port
- B. CTI Route Point
- C. dialogue group
- D. Call Control Group
- E. CTI Route Port
- F. CTI Route Point association with JTAPI User

Answer: B, F

QUESTION 18:

What allows you to monitor the system performance of the Cisco CRS System (CPU, memory, etc.)?

- A. Cisco Desktop Administrator
- B. Cisco Supervisor Desktop
- C. Microsoft Windows 2000 Performance Monitoring
- D. CRS Application Administration
- E. CRS Application Editor

Answer: C

QUESTION 19:

What is the default filename for the component trace file?

- A. CiscoMIVR.log
- B. CiscoMADM.log
- C. CiscoMEDT.log
- D. CiscoMCVD.log

Answer: A

QUESTION 20:

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

QUESTION 21:

The JTAPI provider is the IP address of the _____.

- A. publisher
- B. CTI Manager
- C. CallManager
- D. CRS Server

Answer: C

QUESTION 22:

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: A, B, D

QUESTION 23:

DRAG DROP

As a network technician at Certkiller .com you are asked to match the CRS objects to the correct provision configuration assignment. Not all CRS objects are used.

Provisioning configuration assignment

Assigned to CRS JTAPI Call Control Groups
Assigned to CRS applications
Assigned to JTAPI applications

CRS objects, place here

Place here
Place here
Place here

CRS objects, select from these

JTAPI Call Control Groups	CRS applications
CRS applications triggers	CallManager CTI ports
CTI Port groups	JTAPI triggers

Answer:

Provisioning configuration assignment

Assigned to CRS JTAPI Call Control Groups
Assigned to CRS applications
Assigned to JTAPI applications

CRS objects, place here

CallManager CTI ports
JTAPI triggers
JTAPI Call Control Groups

QUESTION 24:

When installing the CRS software on two or more nodes in the same cluster, how do you know it is safe to start installing the next node?

- A. Wait until the node is completely installed to start installation on the next one.
- B. After you insert Disk 2.
- C. A dialog box, "It is now safe to start installing the next node," appears during the installation.
- D. After Windows OS is installed on the first node.

Answer: C

QUESTION 25:

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

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

Answer: C

QUESTION 26:

CiscoWorks IP Telephony Environment Monitor (ITEM) provides what two serviceability capabilities? (Choose two.)

- A. Tool to collect syslog messages from multiple sources
- B. User Tracking to track IP telephones
- C. Diagnostic trace tools to analyze connectivity
- D. Monitoring of Cisco voice elements
- E. Problem alerts for operations personnel

Answer: D, E

QUESTION 27:

DRAG DROP

You work as a network consult at Certkiller .com. Today you are tracing an IVR call from the PSTN end-to-end through the customer's IP Communications environment.

You need to select the components you would inspect and put them in the correct order.

Wrapup Timer configuration	Place here
CallManager	Place third here
CRM Application	Place third here
IPCC Express	Place third here
VOIP Gateway	
Web Server	

Answer:

Wrapup Timer configuration	Place here
	VOIP Gateway
CRM Application	CallManager
	IPCC Express
Web Server	

QUESTION 28:

Which statement is true about the default e-mail address used in the E-mail Subsystem Configuration page?

- A. If no From field is specified with an address in the Send E-mail step, it will use the default.
- B. All Send E-mail steps are automatically sent as a Blind cc: to the default.
- C. Alarms that are generated by the CRS Server are automatically sent to it.
- D. If no e-mail contact is specified in the Create E-mail step, the default is used.

Answer: A

QUESTION 29:

What does it mean for a variable in the Application Editor to be defined as a parameter?

- A. The variable can be used to pass data to and from subflows.
- B. The value for that variable can be supplied via Application Configuration in Application Administration.
- C. The value for that variable is defined by the calling application.
- D. The variable can be used in conditional steps.
- E. The variable can be used to pass data to and from VoiceXML applications.

Answer: B

QUESTION 30:

DRAG DROP

Certkiller .com is a customer with a functional IPCC Express 4.0 system. Certkiller .com orders additional agent licenses and requests the channel partner to install them.

As the network engineer at Certkiller .com you must select the actions and place them in the correct order.

Actions, select from these

- Enter path and filename of the license files (*.lic) in the CRS Application Administration License Information
- Place license files (*.lic) in a directory accessible to the CRS engine
- Enter Product Authorization Key (PAK) on Cisco.com to get License files (*.lic)
- Process customer order and get Product Authorization key (PAK)
- Run the CRS License Update Utility
- Order physical CD/DVD media

Place here

- Place first here
- Place second here
- Place third here
- Place fourth here

Answer:

Place here

- Process customer order and get Product Authorization key (PAK)
- Enter Product Authorization Key (PAK) on Cisco.com to get License files (*.lic)
- Place license files (*.lic) in a directory accessible to the CRS engine
- Enter path and filename of the license files (*.lic) in the CRS Application Administration License Information

QUESTION 31:

What issues notification messages for CRS engine errors?

- A. SNMP Trap
- B. Alarm
- C. CDP
- D. syslog

Answer: A

QUESTION 32:

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

QUESTION 33:

An agent is logged in but does not appear in the Cisco Supervisor Desktop. What is a possible root cause?

- A. The agent is not in the team currently being viewed by the supervisor.
- B. The agent is not ready.
- C. The agent is not on a call.
- D. The agent is in Work State.

Answer: A

QUESTION 34:

In addition to writing information to a trace file, the Cisco CRS System sends standard event logging messages to a syslog server through which service?

- A. SNMP Trap
- B. Alarm
- C. CDP
- D. Win32

Answer: B

QUESTION 35:

Which tool or interface is used to configure debug parameters for log files?

- A. license information
- B. Alarm and Trace Configuration
- C. CRS Installer
- D. Control Center

Answer: B

QUESTION 36:

Which of the following four CRS components must be active on a Historical Reporting Database (HRDB) and Call Recording expansion server? (Choose four.)

- A. CRS Node Manager
- B. CRS Engine

- C. Cisco Recording
- D. CRS Application Editor
- E. Cisco Monitoring
- F. CRS Repository Datastore, CRS Historical Datastore, CRS Config Datastore, CRS Agent Datastore

Answer: A, C, E, F

QUESTION 37:

How often does the CSQ stat screen automatically refresh?

- A. 1 second
- B. 5 seconds
- C. 10 seconds
- D. 30 seconds
- E. 60 seconds

Answer: C

QUESTION 38:

An IPCC Express 4.0 deployment requires support for 20 concurrently logged-in agents and three supervisors. The agents are split evenly across two remote sites. High Availability is required for this deployment, and the agents will be using IP Phone Agent as they use Citrix terminals. Silent monitoring and recording will be performed for agents at both sites. No historical reporting will be done during call center open hours. Assume the minimum number of servers is desired. How many IPCC Express hardware servers would be required for this IPCC Express deployment?

- A. 2
- B. 3
- C. 4
- D. 5
- E. 6
- F. Depends upon where the supervisors are located

Answer: C

QUESTION 39:

In a CRS cluster with Standby Servers, which of the following statements are true? (Choose two.)

- A. The Standby Server can be installed across the WAN from the active server.
- B. MS SQL 2000 must be installed for the datastores.

- C. MS SQL 2000 or MSDE can be installed for the datastores.
- D. On the Standby Server, you must install the same components that are installed on its corresponding active server.
- E. The Standby Server can be installed on one of the CallManager servers.
- F. The active server can be installed on one of the CallManager servers.

Answer: B, D

QUESTION 40:

Which three are core server software components for IPCC Express? (Choose three.)

- A. CRS Engine
- B. recording
- C. Cisco Agent Desktop
- D. monitoring
- E. Cisco Supervisor Desktop

Answer: A, B, D

QUESTION 41:

When a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

- A. Timeout
- B. SQL Error
- C. Successful
- D. Connection Not Available

Answer: C

QUESTION 42:

In a redundant IPCC Express deployment, when you add a JTAPI Call Control Group with 100 CTI ports, how many device records will be added to the CallManager database?

- A. CTI Ports are not added by the creation of a Call Control Group.
- B. CTI ports are no longer required to be added to the CallManager database.
- C. One hundred devices will be added to the CallManager database.
- D. Two hundred devices will be added to the CallManager database.
- E. It depends upon how many port groups these ports will be split into.
- F. It depends upon the number of server nodes within the CallManager cluster.

Answer: D

QUESTION 43:

What can help you expose problems with script logic or validity by simulating a caller?

- A. Alarm and Trace Configuration
- B. reactive debug session
- C. script validation
- D. script refresh

Answer: B

QUESTION 44:

When you access the Cisco CRS Administration page for the first time in a cluster, the system automatically initiates the cluster setup procedure. You perform this procedure one time for a cluster. What do you accomplish in this procedure?

- A. identify your Cisco CRS license files and location, enter information about your LDAP, and designate a Cisco CRS administrator
- B. identify CSQs and JTAPI user and designate a Cisco CRS administrator
- C. identify resources and RM user and enter information about your LDAP
- D. identify your Cisco CRS license files and location, enter information about your LDAP, and designate IPCC Express resources

Answer: A

QUESTION 45:

What formula do you use to calculate the number of agents in a Call Center?

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

Answer: B

QUESTION 46:

What are three of the fields used in defining a CSQ in IPCC Express Enhanced? (Choose three.)

- A. WrapUp Time
- B. Service Level
- C. Overflow CSQ

- D. Agent Name
- E. Automatic Work
- F. CRS Application

Answer: A, B, E

QUESTION 47:

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

QUESTION 48:

Where do you send the finished configuration and ordering spreadsheet when manual bid assurance is required?

- A. ccbu-pm@cisco.com
- B. crs-ba-submit@cisco.com
- C. ask-icd-ivr-support@cisco.com
- D. ask-icd-ivr-pm@cisco.com

Answer: B

QUESTION 49:

Which of the following data is automatically migrated when upgrading from CRS 3.X to CRS 4.0? (Choose four.)

- A. JTAPI Client Information Configuration
- B. Call Recording Files
- C. CRS Configuration Data
- D. User scripts loaded in the C:\install\wfavvid folder
- E. User scripts loaded in repository
- F. TTS Server

Answer: A, B, C, E

QUESTION 50:

By which ways does remote monitoring allow the monitored call to be selected? (Choose two.)

- A. Agent Name
- B. Agent Extension
- C. application ID
- D. Media Group ID
- E. CSQ ID

Answer: B, E

QUESTION 51:

Which two features are added when upgrading from IPCC Express Standard to Enhanced? (Choose two.)

- A. Agent Routing
- B. Historical Reporting
- C. Conditional Routing
- D. Prioritized Queueing
- E. Agent Queueing

Answer: A, D

QUESTION 52:

How can you configure the Prompt step to play different prompts following subsequent timeouts or retries?

- A. Configure it as a Generated Prompt.
- B. Configure it as a Random Container Prompt.
- C. Configure it as an Escalating Container Prompt.
- D. Configure it as a Concatenated Container Prompt.

Answer: C

QUESTION 53:

How does the CRS Server know that it has received an ASR-enabled contact?

- A. The workflow has ASR steps in it.
- B. The contact is on an ASR Dialogue Group channel.
- C. The contact is on a JTAPI Call Control Group channel.
- D. The contact is on a Cisco Media Dialogue Group channel.

Answer: B

QUESTION 54:

What two situations prevent the supervisor from silently monitoring the phone conversation of an agent in IPCC Express Enhanced? (Choose two.)

- A. The agent is logged in and is on the phone.
- B. The agent is logged in but is not on the phone.
- C. The supervisor is a participant in a phone call.
- D. The supervisor is not a participant in a phone call.
- E. The supervisor has barged in.

Answer: C, E

QUESTION 55:

In IPCCX, skills can be assigned to which of the following configuration objects?

- A. resources
- B. Skill Groups
- C. competence levels
- D. Resource Groups

Answer: A

QUESTION 56:

Which CRS Subsystem handles connections between the Application Server and the Enterprise Databases?

- A. Media
- B. JTAPI
- C. Database
- D. Application

Answer: C

QUESTION 57:

In the Expression Editor panel of CRS Script Editor, why would you use the Java tab? (Choose three.)

- A. to execute a specified method of a Java class
- B. to reference a variable or invoke a method of a custom Java Object
- C. to pass variables between two different workflows
- D. to create an object for the purpose of executing methods on a remote computer

- E. to get a reference to the Contact and Session states
- F. to allow for arguments to be passed to a specified method

Answer: A, B, F

QUESTION 58:

An organization wants to collect an account number from a customer via IVR prompting. Then, using a keystroke macro, they want to pop the account number into the account number field in the agent's CRM desktop application. The keystroke macro will also initiate the CRM desktop application, executing a database lookup from the CRM Database server to retrieve the customer record. Assuming the organization wants the lowest cost solution, what product does this organization need for this capability?

- A. IPCC Express Standard
- B. IPCC Express Enhanced
- C. IPCC Express Premium
- D. IPCC Enterprise
- E. IP IVR

Answer: B

QUESTION 59:

If the Call Redirect step sends a caller to a device that does not exist in the CallManager, which branch of the step is executed?

- A. Busy
- B. Invalid
- C. Successful
- D. Unsuccessful

Answer: B

QUESTION 60:

What two types of call treatment are supported by IPCC Express 4.0? (Choose two.)

- A. Standard IVR port
- B. Enhanced IVR port
- C. Premium IVR port
- D. prompt-and-collect port (basic)
- E. IVR port (advanced)

Answer: D, E

QUESTION 61:

How do you debug an application with an Accept step?

- A. Select Start from the Debug pulldown, then call the trigger.
- B. Select Step Over from the Debug pulldown, then call the trigger.
- C. Call the trigger, and when the workflow answers, select Start from the Debug pulldown.
- D. Select Reactive Application, then call the trigger and press F10 to step through the workflow.

Answer: D

QUESTION 62:

What happens when the CRS Engine fails in a High-Availability CRS deployment?

- A. All activities fail over without any loss of data or dropping any calls.
- B. All current agent calls are dropped.
- C. All callers on active CTI ports are dropped.
- D. The standby CRS Engine starts, processing new calls immediately.

Answer: C

QUESTION 63:

What level of control does a subflow have on the overall contact?

- A. The subflow cannot call additional or "nested" subflows.
- B. The subflow cannot transfer the contact to another resource.
- C. The subflow has full contact control and can perform any action that the parent flow can perform.

Answer: C

QUESTION 64:

How do you obtain CRS license files?

- A. They are in the license folder on the CRS CD.
- B. They are in the license folder on the CallManager CD.
- C. They are sent by e-mail from Cisco.
- D. They are in the license folder on the Cisco IPT OS CD.

Answer: C

QUESTION 65:

Which of the following CRS upgrades are allowed? (Choose three).

- A. CRS 2.2 to CRS 3.5
- B. CRS 3.1 to CRS 4.0
- C. CRS 2.2 to CRS 4.0
- D. CRS 3.5 to CRS 4.0
- E. CRS 4.0 to CRS 3.0
- F. CRS 2.1 to CRS 4.0

Answer: A, B, D

QUESTION 66:

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

QUESTION 67:

How many CallManager clusters can an IPCC Express cluster with High Availability communicate with?

- A. 1
- B. 2
- C. Depends upon the number of agents
- D. Depends upon the locations of the CallManager clusters
- E. Depends upon how many nodes are in the CallManager clusters

Answer: A

QUESTION 68:

An IPCC Express deployment requires support for 20 concurrently logged-in agents. The agents are split across two remote sites, and the High Availability CRS Engine, Database Server, VoIP Monitoring, and Recording server processes run at a central data center. The agents will be using CAD with 7960 phones and end-point monitoring. Very little

recording and silent monitoring will be performed, and no historical reporting will be done during call center open hours. Assume the minimum number of servers is desired. How many IPCC Express hardware servers would be required for this IPCC Express deployment?

- A. 1
- B. 2
- C. 3
- D. 4
- E. 5

Answer: B

QUESTION 69:

Which three of the following are licensed Cisco CRS 4.0 software products? (Choose three.)

- A. IPCC Express (Standard, Enhanced, or Premium)
- B. IP IVR
- C. Auto Attendant
- D. IPCC Express Cisco Agent Desktop
- E. IP Queue Manager
- F. IP IVR Peripheral Gateway (PG)

Answer: A, B, E

QUESTION 70:

Which of the following three server types are supported and can be used to install CRS 4.0? (Choose three.)

- A. Cisco MCS 78xx
- B. Dell PowerEdge Servers
- C. HP DL Cisco Certified Servers
- D. Acer Altos Servers
- E. IBM xSeries Cisco Certified Servers

Answer: A, C, E

QUESTION 71:

In the Cisco CRS Editor, which 'window' provides a workspace for application step assembly?

- A. Palette window

- B. Design window
- C. Variable window
- D. Message window

Answer: B

The CRS Application Editor window is divided in four sections:

1. Palette Area: The area where steps reside and are selected and drag over to the Design Area to place in the flow of the script logic.
2. Design Area: Where step icons are assembled into a logic flow.
3. Variable Window: Where variables are defined and modified
4. Message Window: Where debug and error messages appear

QUESTION 72:

Which statement is true about the default script field when adding an application?

- A. When a caller does not enter a choice in a Menu step, it will execute the default script.
- B. Any problems running the configured script will cause the default script to be executed.
- C. When the caller enters a digit in the Menu steps that is not defined, the default script will be executed.
- D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Answer: B

Default Script: Script that will be executed in case there is problem running the configured script for the application.

QUESTION 73:

For what is the Flush Input Buffer variable prompt of the Input tab of the Menu step used?

- A. to release memory held by the prompt variable
- B. to clear the value of the menu choice before the prompt is played
- C. to prevent the previous value from being used again on the menu choice
- D. to prevent the caller from entering a menu choice before the prompt has played

Answer: B

Flush Input Buffer

Boolean - if the expression evaluates to true, the input buffer is cleared before playing the prompt. The default is true. However, if you want to save all DTMF keys entered before this step executes, set this value to false.

QUESTION 74:

Which step must be executed before an email can be sent?

- A. Send Email
- B. Attach Email
- C. Create Email
- D. Delete Email

Answer: C

There are three steps to create and send an email message:

1. Use the Create eMail step to begin an email message. In Create eMail, you generate the subject and body of the email.
2. After creating the email, you can optionally attach files to it (using the Attach To eMail step)
3. Then send the message (using the Send eMail step)

QUESTION 75:

Which three are steps in adding a CRS application? Select 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: A, B, D

The given answer tells how to create a script, instead of an application. "We configure the Script Application in two parts... Create Cisco Script Application..." specifying the script name (so you need to create such script beforehand). Afterwards you need to "add JTAPI Trigger for This Application". So, the correct answers are A, B and D. (page 3-62 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004).

QUESTION 76:

What are two ways a call can be documented as abandoned? Select two.

- A. The agent hangs up on the caller.
- B. The caller hangs up before reaching an agent.
- C. The error in workflow causes the caller to be dropped.
- D. The caller hangs up after reaching a session-handled step.
- E. The caller hangs up before reaching a session-handled step.

Answer: B, E

Abandoned Call Detail Activity - Contains information about calls that are abandoned.
For

ICD calls, a call is abandoned if it is not answered by an agent or if the caller hangs up or is disconnected. For IVR calls, a call is abandoned if it does not get past the workflow step that sets the handle flag. If a call has more than one leg that is abandoned, each abandoned leg is displayed in this report.

QUESTION 77:

How do you make a CTI route point available as a JTAPI trigger in the CRS server?

- A. You forward it to a CTI port
- B. It must be associated to the JTAPI User ID in the Call Manager
- C. The port must be associated the RMJTAPI User ID in the Call Manager
- D. The port must be associated to both the RMJTAPI and JTAPI provider's User ID in the Call Manager

Answer: B

Check the boxes to associate jtapi with the new CTI Devices.

QUESTION 78:

Where do the license key files get loaded for the ASR function?

- A. on the CRS Server
- B. only on the ASR Server
- C. on the CallManager Server
- D. on the CRS Server and the ASR Server

Answer: A

C:\CRALicense

QUESTION 79:

Which two are functions of the CRS engine? Select two.

- A. It parses email.
- B. It writes XML data to a web page
- C. It hosts a workflow script debugging session
- D. It performs reads and writes with a ODBC complaint databases.

Answer: C, D

C: The scripts are executed on the CRS engine, it rules the debugging of such scripts. (page 2-17 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004).

Not A: The CRS engine can send e-mails creating the subject and body, but can not parse

them.

Note:

The following are the supported subsystems in the CRS engine.

*JTAPI: Manages the connection between Cisco CallManager's CTI Manager and the CRS Engine.

*ICD: Allows Cisco Cisco IPCC Express to monitor agent phones, control agent states, and route and queue calls.

*Database: Handles the connections between the CRS server and the enterprise databases.

*HTTP: Adds components to the CRS Engine that allow it to respond to HTTP requests.

*EMail: Adds components to the CRS Engine that allow it to send e-mail

*ICM: Manages the connection between the application server and Cisco Intelligent

Contact Manager (Cisco ICM). The ICM subsystem is only used if Cisco IP IVR is deployed with Cisco IP Contact Center (which includes Cisco ICM).

*Nuance Automatic Speech Recognition: This subsystem allows a script to respond to voice responses, as well as DTMF input from contacts received.

*Nuance Text-To-Speech: This subsystem allows a script to compose dynamic voice responses to real-time events.

*Cisco Media: Configures the Cisco Media Termination (CMT) dialog control groups. The CMT groups are used to handle simple DTMF based dialog interactions with customers.

QUESTION 80:

The JTAPI provider id the IP address of the _____

- A. publisher
- B. CRS Server
- C. CallManager
- D. CTI Manager

Answer: C

The JTAPI Provider is the CallManager that provides telephony services for these applications.

A JTAPI link is established between the CallManager software and the CRS software to communicate call control and call status information.

This step is required to allow the CRS to log into the CallManager using the JTAPI user information we previously configured on the CallManager. This is why the CallManager is

configured first.

Access this page from the main menu, Subsystems -> JTAPI.

- * JTAPI Provider: IP address or hostname of the Call Manager machine. If you have multiple Call Managers, separate each one with a space.
 - * User ID: ID of the user defined in Call Manager to whom the Route Points and CTI Ports in the system are associated. In our case, the user is "jtapi".
 - * Password: User password, in our case "jtapi"
-

QUESTION 81:

Which step libraries does the license for ICD standard include?

- A. ICM steps
- B. Email steps
- C. Media steps
- D. Database steps

Answer: C

Email and Database are not included in the standard package.

ICM: Manages the connection between the application server and Cisco Intelligent Contact Manager (Cisco ICM). The ICM subsystem is only used if Cisco IP IVR is deployed with Cisco IP Contact Center (which includes Cisco ICM).

QUESTION 82:

How do you add a CTI port from the CallManager Administration Menu?

- A. Choose Device> Add a CTI PORT
- B. Choose Device> Add a CTI route point
- C. Choose Device>Add a New Device> CTI port
- D. Choose Device> Add a New Device>Phone>CTI port

Answer: D

QUESTION 83:

What CRS server configuration enables the CRS Server to fail over to a secondary CallManager when the primary CallManager fails?

- A. The LDAP Directory must have a secondary profile configured.
- B. No special configuration is required. CallManager maintains the failover
- C. There must be a second JTAPI user configured with an alternate range of CTI ports
- D. The CRS Server's JTAPI Provider must be configured with the secondary CallManager's IP address following the primaries.

Answer: D

Cisco IPCC Express is not fully redundant. It is currently based on single-server platform architecture. Calls are processed and handled through Cisco IPCC Express and are not mirrored to a backup server. If the Cisco IPCC Express server fails, any calls in queue, any calls being routed, or calls being processed via the IVR are dropped. However, any calls that have been previously connected to an agent or forwarded out of the Cisco IPCC Express server are maintained via the inherent nature of IP streaming. With regard to redundancy, Cisco IPCC Express does have Cisco CallManager failover in the case of Cisco CallManager failure via the redundant JTAPI interface.

QUESTION 84:

If a DB Get is done after a DB Read that returns 0 rows, which branch of the DB Get step will be executed?

- A. No Data
- B. Timeout
- C. SQL Error
- D. Successful

Answer: A

QUESTION 85:

Who can access Historical Reports?

- A. ICD Agents with the proper Skill assigned
- B. Supervisors with Agents configured in a Team
- C. Call Center MANAGERS WITH administrator Privileges
- D. Call Manager users with CRS Historical Privileges defined

Answer: D

The necessary step is adding such user in the CRS to the "Historical Reports" section. (page 17-12 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004).

Not C: It is not necessary the user have administrator privileges, because a "supervisor" can access to the historical reports as well.

QUESTION 86:

What is the purpose of inserting a breakpoint in a work flow?

- A. to stop execution of a workflow to allow user input
- B. to stop execution of a workflow for debugging purposes
- C. to allow callers to make different choices in the workflow
- D. to save the contents of work flow variables during execution for debugging and log review.

Answer: B

You can insert, enable, disable and clear breakpoints using the Debug drop-down menu or toolbar debug icons for both event and non-event application debugging. Breakpoints allow you to stop the execution of your application at a certain point allowing you to step through the application from that point. This allows you to see the values of your variables change in the Variable window as you execute each step.

QUESTION 87:

Which CRS subsystem manages the connection between CallMANAGER'S cti manager and the CRS engine?

- A. Media subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: B

The CRS Engine uses JTAPI to request and receive services from the Computer Telephony Interface (CTI) manager that controls Cisco CallManager clusters. The Cisco CRS Engine is implemented as a Windows service that supports multiple product applications such as IP IVR and IPCC Express.

QUESTION 88:

Which two steps perform logical operations?

- A. Goto
- B. If step
- C. Switch step
- D. Call Subflow

Answer: B, C

QUESTION 89:

Which subsystem needs to be configured before JTAPI trigger can be set to receive exclusively non-asr calls?

- A. ICD
- B. Database
- C. Cisco Media
- D. Nuance ASR

Answer: C

In order to CSR can handle calls without using ASR, you must configure "Cisco Media Termination groups". Using these groups allows the user to "move" among menus with DTMF instead of voice.

(http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_administration_guide_chapter09186a0080)

QUESTION 90:

How many line can be assigned to a CTI port that is being controlled by a CRS Server's JTAPI user?

- A. 1
- B. 3
- C. 4
- D. no limit

Answer: A

QUESTION 91:

Which steps can be used to create a prompt that consists of multiple prompts that can be played back in a specific sequence?

- A. create language prompt
- B. create container prompt
- C. create generated prompt
- D. create conditional prompt.

Answer: B

The Container Prompt step allows you to combine multiple prompts into a larger prompt. There are three types of container prompts, Concatenated Prompt, Escalating Prompt, and Random Prompt.

QUESTION 92:

What happens if the PC that has the Historical Reporting client loaded is off during the time a scheduled report should run?

- A. The HRC on the P will delete the scheduled report request
- B. The reports will not be generated until the HRC on the PC is rest
- C. The HRC on the PC will wait until the next scheduled report period to run the reports.
- D. When the HRC on the PC is re-started, it will prompt the user to run all missed reports automatically.

Answer: D

QUESTION 93:

Where are the prompt folders configured?

- A. System Parameters
- B. Engine Configuration
- C. Cisco Media subsystem
- D. Application Configuration

Answer: A

QUESTION 94:

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?

- A. Repository MANAGER to load applications
- B. JTAPI subsystem with the CTI port group
- C. Database subsystem communication with LDAP directory
- D. JTAPI subsystem with the user created in Cisco CallManager

Answer: B, D

QUESTION 95:

Which two devices does the JTAPI subsystem monitor?

- A. CTI ports
- B. Gateways
- C. CRS Server
- D. Agent phones
- E. CTI route point

Answer: A, E

QUESTION 96:

What is CRS server capability that the HTTP subsystem extends?

- A. mapping a URL to send an email
- B. connecting to a enterprise database
- C. invoking CRS Editor steps to select agents
- D. mapping a URL to invoke a CRS engine script

Answer: D

The HTTP Trigger is the relative URL to be entered by the client application to start the application script. For example, the following URL would start the application script "Hello"

on a web server running on port 8080 with the host name ciscoclass.com:

<http://www.ciscoclass.com:8080/hello>

The trigger name is "/hello" and is case sensitive.

HTTP Application Triggers

1. Application Uploaded to CRA Repository
2. Example HTTP Trigger URL:
3. <http://www.ciscoclass.com:8080/hello>
4. Trigger Name is "/hello", case sensitive

QUESTION 97:

What happens if an attachment document cannot be found by the CRS application when the attach to E-Mail step executes?

- A. The E-Mail is sent without the attachment
- B. An error email is sent to the Administrator
- C. The steps under the "Failure' branch are executed.
- D. The rest of the E-Mail steps are ignored in the script

Answer: C

QUESTION 98:

Which two does CRS service ability support? Select two.

- A. email notification
- B. pager notification
- C. CiscoWork 2000
- D. Syslog error reporting

Answer: C, D

Reference:

http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/products_administration_guide_chapte

QUESTION 99:

When does an agent get an option to chat with another agent?

- A. anytime
- B. only during an Xfer scenario
- C. only during a conference scenario
- D. when both agents are not in ready state

Answer: C

QUESTION 100:

Which combination of steps would you use to move a call that is currently queued for one CSQ to another CSQ?

- A. Select Resource step followed by a Connect step
- B. Dequeue steps followed by a select resource step
- C. Terminate step followed by a select resource step
- D. Set priority step followed by a select resource step

Answer: B

QUESTION 101:

What is the main function of the CRS Editor?

- A. manages the CRS server
- B. creates CRS engine reports
- C. creates flows for the CRS engine
- D. remotely manages the LDAP Directory

Answer: C

QUESTION 102:

Which step must be executed before a DB Get step?

- A. Accept
- B. DB Read
- C. DB Write
- D. DB Release

Answer: B

After getting data from a database, releasing the dedicated resources is needed. (page

7-22 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide.
Copyright 2004)

QUESTION 103:

What is the backup file name for the historical reporting data for the CRS?

- A. MCS.sti
- B. CRS.sti
- C. MCS.bak
- D. CRS.bak

Answer: A

Backup File Name is: Mcs.sti or Mcs.tar (tape)

QUESTION 104:

To launch a triggered debug session, what is the external trigger?

- A. system reboot
- B. saving the Application Editor file
- C. a phone call to the proper CTI port
- D. a phone call to the proper CTI route point

Answer: D

QUESTION 105:

Why would you use the Create Java Object steps?

- A. to execute a specified method of a Java class
- B. to instantiate a variable or object of a custom Java class
- C. to allow for arguments to be passed to a specified method
- D. to create an object for the purpose of executing methods on a remote computer

Answer: B

QUESTION 106:

Which two steps are designed to collect user entered digits in a variable for later processing?

- A. Menu
- B. Get Digit String
- C. Get Call Contact info
- D. Extended Get Digit String

Answer: B, D

QUESTION 107:

In configuring the ODBC Data Source for the Database subsystem, to what should the client configuration be set?

- A. TCP/IP
- B. Multiprotocol
- C. Named Pipes
- D. NWLink IP/SPX

Answer: A

QUESTION 108:

Which step can be used to trap runtime script errors and recover gracefully?

- A. Set
- B. Call Subflow
- C. On Exception Goto
- D. Get Reporting Statistic

Answer: C

QUESTION 109:

Which four features are available only to ICD Enhanced?

- A. workstate
- B. auto-available
- C. priority queuing
- D. historical reporting
- E. competence levels
- F. skills-based routing
- G. script access to real-time statistics

Answer: A, C, E, F

QUESTION 110:

When creating a TTS prompt, the CRS script_____

- A. can select if the voice spoken in male or female
- B. must only use the default gender for the CRS server

- C. must only use the default language for the CRS server
- D. can select a language for the prompt other than the default language

Answer: A

QUESTION 111:

In the Cisco Telephony architecture, what is the purpose of the Cisco CallManager?

- A. connects the enterprise IP Telephony network to the PSTN
- B. stores configuration information and application scripts for CRS
- C. provides basic services for Voice over IP, and manages gateway
- D. allows designers to create modify and debug CRS Application script

Answer: C

QUESTION 112:

Which CRS subsystem uses the RMJTAPI user to monitor agent states and to route and queue calls?

- A. ICD subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: A

QUESTION 113:

The Call Redirect step sends a caller to a device that does not answer. Which branch of the step is executed?

- A. Busy
- B. Invalid
- C. Successful
- D. Unsuccessful

Answer: D

When redirecting a call, the destination does not answer, the "Unsuccessful" branch is executed. Thus, the correct answer is D. (page 9-8 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004).

QUESTION 114:

In which call scenario can a supervisor barge in?

- A. any call an agent is on
- B. an ICD call being handled by an agent
- C. an ICD call that an agent has put on hold
- D. an agent in a conference with another agent and a caller

Answer: A

QUESTION 115:

When using the Recording step, the recorded audio is stored in which type of variable?

- A. String
- B. Prompt
- C. Character
- D. Document

Answer: D

QUESTION 116:

Which CRS subsystem conveys call control messages to CallManager?

- A. ICD subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: B

QUESTION 117:

A supervisor can intercept in which call scenario?

- A. any call an agent is on
- B. an ICD call that is in queue
- C. an ICD call which an agent puts on hold
- D. a direct ICD call being handled by an agent

Answer: A

QUESTION 118:

In a workflow, if using the Set Enterprise Server Data step, it must come after what

step?

- A. Set Priority
- B. Get Contact Info
- C. Select Resource
- D. Get Enterprise Data

Answer: C

QUESTION 119:

Which two are capabilities of the Cisco CRS engine?

- A. acts as voicemail system
- B. acts as call queuing engine
- C. runs applications that can determine where to route calls
- D. provides failover and redundancy to the telephony system

Answer: B, C

QUESTION 120:

Which two steps check out a database connection from the connection pool?

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Answer: B, C

QUESTION 121:

In order for agent to receive calls for a non-skills-based routing CSQ, they must be assigned to a _____

- A. skills group
- B. hunting pilot
- C. resource group
- D. skills group with a competency level of 0

Answer: C

QUESTION 122:

Historical Reports for CRS are accessed with _____

- A. Historical Reporting Client
- B. Historical Reporting Applet
- C. Cisco Agent Desktop Application
- D. Web Page Link from Call Manager
- E. Web Page Link from Historical Reporting Server

Answer: A

QUESTION 123:

In the Cisco IP Telephony architecture, how do the Cisco CallManager and Cisco CRS IVR communicate?

- A. via LDAP
- B. via HTTP
- C. via CTI link
- D. via JTAPI link

Answer: D

QUESTION 124:

Which three users require CTI use enabled?

- A. JTAPI
- B. RMJTAPI
- C. ICD agent
- D. Internal callers
- E. External callers

Answer: A, B, C

QUESTION 125:

Which four features are available only to ICD Enhanced?

- A. barge-in
- B. workstate
- C. recording
- D. silent monitor
- E. auto-available
- F. realtime statistics reporting
- G. script access to real-time statistics

Answer: A, B, C, D

QUESTION 126:

What must be done before a supervisor can use the full features of the Cisco Supervisor Desktop?

- A. install Realtime Reporting client
- B. install Historical Reporting client
- C. log on an ICD agent (non-supervisor)
- D. configure a team via Cisco Desktop Administrator
- E. install and execute Cisco Agent Desktop for the supervisor

Answer: E

QUESTION 127:

Which CRS subsystem provides common service for applications that do not use telephony services?

- A. ICD subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: D

QUESTION 128:

If the Call Redirect step sends a caller to a device that does not exist in the Call Manager , which branch of the step is executed?

- A. Busy
- B. Invalid
- C. Successful
- D. Unsuccessful

Answer: B

QUESTION 129:

In a CCM configuration, what must be done in order for an agent to function correctly? Select two.

- A. The agent's user ID should have CTI enabled.
- B. The agent's password must be set the same as the user ID.
- C. The agent's device must be associated to the JTAPI provider's user ID.

- D. The agent's device must be associated to the RM JTAPI provider's user ID.
- E. The JTAPI provider's CTI ports must be associated to the RM JTAPI provider's user ID

Answer: A, D

QUESTION 130:

What type of transfer does the Call Redirect step perform?

- A. Call Pickup
- B. Conference
- C. Blind Transfer
- D. Consult transfer

Answer: C

QUESTION 131:

What time frame can Real Time CRS Reports span?

- A. last half hour
- B. last five minutes
- C. current information only
- D. current information since midnight

Answer: C

QUESTION 132:

Which step allows the CRS Server to play back text as speech?

- A. Create TTS prompt
- B. Create File Document
- C. Create ASR Document
- D. Create Container prompt

Answer: A

QUESTION 133:

A supervisor can intercept in which call scenario?

- A. any call an agent is on
- B. an ICD call that is in queue
- C. an ICD call which an agents puts on hold

D. a direct ICD call being handled by an agent

Answer: A

"Call Intercept-Supervisors can move any call from any agent to themselves". A is the correct one. (

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_data_sheet09186a008017ffaa.html)

QUESTION 134:

You are writing an application that needs to play a particular prompt on Mondays, using the Day of Week step. How many days of the week must be associated with connection outputs ?

- A. 0
- B. 1
- C. 7
- D. no restriction

Answer: C

QUESTION 135:

For event triggered debugging , how do you start the debug session?

- A. in CRS Editor, select "start" from debug menu
- B. in CRS Editor , select "Reactive Application" from debug menu
- C. on CRS Application menu, select "Debugging " from the trace menu
- D. on the CRS Application menu, select "Start Trace" from th trace menu

Answer: B

QUESTION 136:

The CRS Script Editor Pallet can be expanded by (Choose 2)

- A. Re-run setup and selecting more options from the crs setup program
- B. Use the Crs Software Developer kit (SDK) to create custom libraries
- C. Delete unused step libraries in the editor to allow for more steps to be added
- D. Buying new licensed feature , downloading the new license keys to the CRS server, re-rung SETUP and re-set up the CRS Editor to add new step libraries like the database or HTTP steps

Answer: B, D

B and D are the right replies. One can develop more steps or purchase licenses for new Products;when those prouucts are installed ,new steps may become avalibale .(page4-5

of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide.
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QUESTION 137:

Which two log can be used to verify the integrity of CRS Installation (Choose 2)?

- A. C:\LicCheck.log
- B. C:\CiscoJtapi.log
- C. C:\CiscoInstall.log
- D. C:\CiscoMTVR0001.log

- A. A
- B. B
- C. C
- D. D

Answer: C, D

QUESTION 138:

What information does "show" command provide?

- A. CRS configuration data
- B. CRS System IP address only
- C. application running CRS
- D. CRS Memory statistics and windows diagnostic information

Answer: D