

642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

A new contact center deployment does not have an exact busy hour call attempt number for the sizing tools. The customer plans to hire 1500 agents and projects that each call will average four minutes, including wrap-up. Which value is the best estimate to use for busy hour call attempts?

- A. 10,000
- B. 15,000
- C. 22,500
- D. 24,750
- E. 30,000

Correct Answer: C

QUESTION 2

In the Cisco Unified Contact Center Enterprise solution, what is considered "Agent Handle Time"?

- A. the time that the agent spent talking to the caller, including any hold time during the call
- B. the time that the agent spent talking plus any wrap-up time that is associated with the call, including any hold time during the call
- C. the time that the agent spent talking to the caller plus the queue time for the call and any wrap-up time
- D. the time that the agent spent talking to the caller plus any network time that was used during ringing, call transfers, and holds during the call

Correct Answer: B

QUESTION 3

Which three features or functionalities does Cisco Unified Communications Manager provide for the Cisco Unified Contact Center Enterprise solution? (Choose three.)

- A. call routing from PSTN gateway to agents
- B. CTI data on Cisco Agent Desktop screen pop
- C. call routing from PSTN gateway to Cisco Unified IP IVR
- D. agent, supervisor, and team configuration
- E. Cisco Extension Mobility for agents
- F. hunt groups and pickup groups for Cisco Unified Contact Center Enterprise

Correct Answer: ACE

QUESTION 4

In a Cisco Unified Contact Center Enterprise customer design, there is a remote PSTN voice gateway with a single T1 in a G.729 region. Calls will cross the WAN to reach one of 14 agents using G.729 Cisco IP phones or be queued in one of 10 available Cisco Unified IP IVR ports (configured for

- A. 711). Which is the correct quantity and type of resource to support these calls in this configuration?
- B. 24 conference bridges
- C. 24 hardware transcoders
- D. 10 hardware transcoders
- E. 10 conference bridges

Correct Answer: C

QUESTION 5

In the Cisco Unified Contact Center Enterprise 8.0(x) solution, both WebView and Cisco Unified Intelligence Center are provided as reporting tools. Which statement is true?

- A. Cisco Unified Intelligence Center 8.0(x) includes an Event Viewer tool to display system error and warnings.
- B. WebView 8.0(x) reports can be automatically converted to Cisco Unified Intelligence Center 8.0(x) templates.
- C. Cisco Unified Intelligence Center 8.0(x) includes stock report templates for Cisco Unified Contact Center Express.
- D. WebView 8.0(x) does not include report templates for 15-minute-interval reports.

Correct Answer: D

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