642-241 Q&As

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

How does the Cisco Unified Contact Center Enterprise Outbound Option 8.0 impact Cisco Unified Communications Manager sizing?

A. It adds additional weight for each dialer port that is equal to five normal agent users.

B. It adds additional weight for each dialer port that is equal to eight normal agent users.

C. It adds no additional weight when using the SIP Dialer Option in 8.0.

D. It adds no additional weight when using the SCCP Dialer Option in 8.0.

Correct Answer: C

QUESTION 2

You need to design Cisco Unified Communications Manager 6.1(1) for normal calls and contact center calls. The customer requirement is to have approximately 250 simultaneous MOH sessions. What is the minimum server platform that you can use?

A. standalone or co-resident MOH server using a Cisco MCS 7815 or equivalent

B. standalone MOH server using a Cisco MCS 7815 or equivalent

C. standalone or co-resident MOH server using a Cisco MCS 7835 or equivalent

D. standalone MOH server using a Cisco MCS 7835 or equivalent

Correct Answer: A

QUESTION 3

Which table name is not used as part of the Cisco Unified Contact Center Enterprise 8.0(x) 15-minute reporting model?

A. Agent_Interval

B. Agent_Skill_Group_Interval

C. Call_Type_SG_Interval

D. Dialer_Interval

E. Router_Interval

Correct Answer: E

QUESTION 4

When deploying the Cisco Unified Contact Center Enterprise on Cisco Unified Computing System B- Series hardware, which two statements are true? (Choose two.)

A. Oversubscription of virtual CPU or memory is not supported.

B. Cisco Unified Contact Center Enterprise clustering over the WAN is not supported in the Cisco Unified Computing System B-Series.

C. Cisco Unified Computing System B-Series supports both VMware ESX and ESXi virtualization software.

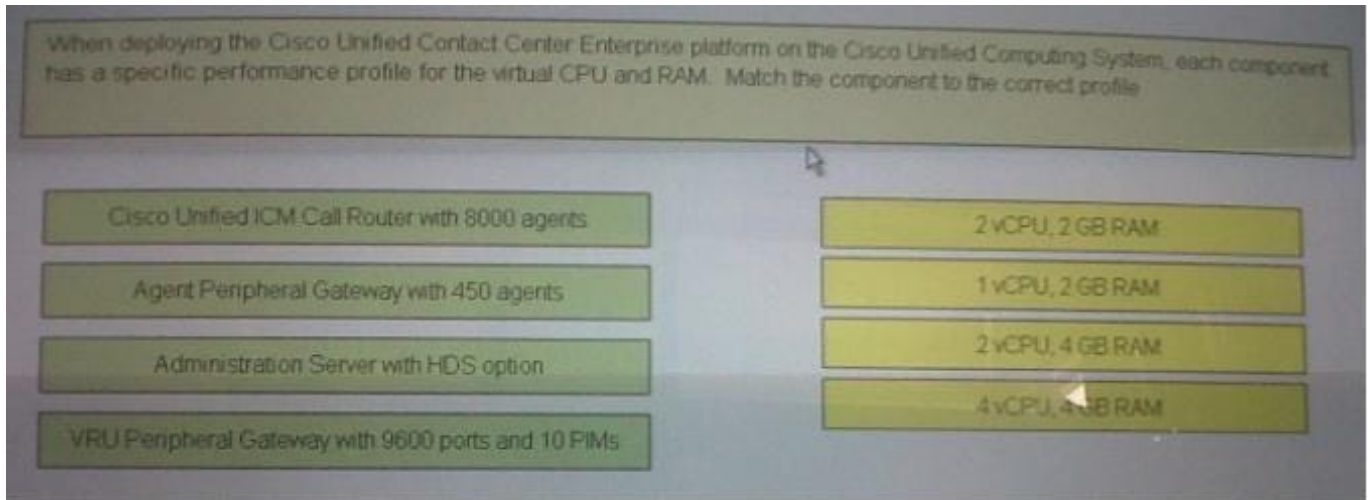D. VMware images must boot from the SAN and store all data on the SAN.

Correct Answer: AD

QUESTION 5

When deploying the Cisco unified Contact center enterprise platform on the Cisco Unified Computing System, each component has a specific performance profile for the virtual CPU and RAM. Match the component to the correct profile.
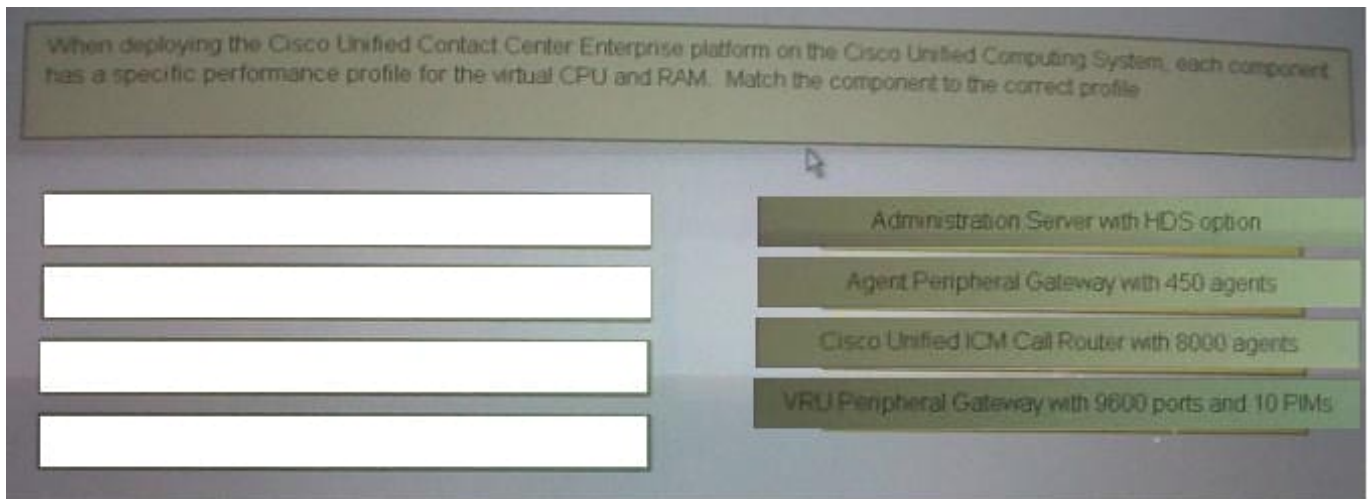
Select and Place:

Select and Place:

Correct Answer:

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