642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

In the Cisco Unified Contact Center Enterprise 8.0(x) system, if an agent requires more than five skills, what is the impact to the Peripheral Gateway?

A. None, agents can have an unlimited number of skills defined.

B. None, agents can only have five skills defined.

C. As skills are added to agents, the total number of agents supported on the PG is decreased to a maximum of 20 skills per agent with 1000 total agents.

D. As skills are added to agents, the total number of agents supported on the PG is decreased to a maximum of 50 skills per agent with 484 total agents.

Correct Answer: D

QUESTION 2

Which protocol does the Cisco Unified ICM use to interface with the Cisco Unified Communications Manager in the Cisco Unified Contact Center Enterprise solution?

A. AXL

B. SIP

C. H.323

D. JTAPI

E. SOAP

Correct Answer: D

QUESTION 3

What is the impact of routing a call to a non-agent phone in the Cisco Unified Contact Center Enterprise solution?

A. The call cannot be transferred or conferenced back to an agent.

B. Cisco Unified Contact Center Enterprise reports the call as abandoned in the skill group.

C. Cisco Unified Contact Center Enterprise no longer tracks the call for reporting.

D. Cisco Unified Contact Center Enterprise does not record the transfer number dialed.

Correct Answer: C

QUESTION 4

Cisco provides an ACD Peripheral Gateway and a Cisco Unified Communications Manager Peripheral Gateway to the Central Controller Bandwidth Calculator spreadsheet tool. What is the purpose of this tool?

A. to size the visible network that is required between the Peripheral Gateway and the call router

B. to size the private network that is required between the Peripheral Gateway Side A and B

C. to size the visible network that is required between the Peripheral Gateway and the Cisco Unified Communications Manager cluster

D. to size the private network that is required between the call routers A and B for this specific Peripheral Gateway traffic flow

Correct Answer: A

QUESTION 5

Which two Cisco Unified Contact Center Enterprise CTI solutions support silent monitoring of agent calls using desktop monitoring rather than VoIP Monitor servers? (Choose two.)

A. Cisco Unified Contact Center Enterprise CTI Object Server Agent Desktop

B. Cisco Unified Contact Center Enterprise Cisco Agent Desktop

C. Cisco Unified Contact Center Enterprise Siebel CRM Connector

D. Cisco Unified Contact Center Enterprise Cisco Agent Desktop Browser Edition

Correct Answer: AB

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