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Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

In the Cisco Unified Contact Center Enterprise solution, the Cisco ICM Node Manager process operates on all the Cisco ICM servers with the exception of which component?

A. Cisco ICM Administration Client

B. Cisco ICM Call Router

C. Cisco ICM Logger

D. Cisco ICM Peripheral Gateway

Correct Answer: A

QUESTION 2

Which two configuration tasks are necessary in Cisco Unified Communications Manager for the Cisco Unified Contact Center Enterprise solution? (Choose two.)

A. configure agent IP phone, supervisor IP phone, and CTI route points

B. configure the agent ID, supervisor ID, and system administrator password

C. configure the agent, supervisor, and CTI user accounts

D. configure agent targeting rules for agent IP phone dialed numbers

E. configure Cisco Unified IP IVR translation routes

F. configure device associations of agent phones and CTI devices with the peripheral gateway user

Correct Answer: AF

QUESTION 3

Which Cisco Unified IP phone model is incompatible with Cisco Unified Contact Center Enterprise Desktop Silent Monitoring 8.0(x)?

A. 9951

B. 8961

C. 6941

D. 7940

E. 7912

Correct Answer: E

QUESTION 4

Which tool is used to create the Cisco organization unit structure in Cisco Unified Contact Center Enterprise 7.0(x) and 7.1(x)?

A. Cisco Unified ICM Setup tool

B. ConfigManager tool

C. Cisco Domain Manager tool

D. Microsoft native domain tools can be used directly for creating these organizational units

Correct Answer: C

QUESTION 5

How is accurate service-level information obtained in a Cisco Unified Contact Center Enterprise Parent/ Child model with calls queued at the parent?

A. in the parent Cisco Unified ICM system, using Agent Level Detail data

B. in the parent Cisco Unified ICM system, using skill group data

C. in the child Cisco Unified Contact Center Enterprise system, using call type data

D. in the child Cisco Unified Contact Center Enterprise system, using services data

Correct Answer: A

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