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Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement is true about the Cisco Unified Communications Manager Peripheral Gateway duplex pair?

A. Each side of the Peripheral Gateway pair (side A and side B) must be configured to point to a local and a remote CTI Manager across the WAN from the PG location.

B. The PG private network may be shared with any other private connections--PGs or Call Routers/ Loggers.

C. The PG may use the highly available WAN connection between the sites (visible network) for all traffic-- visible and private.

D. The PGs must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

Correct Answer: B

QUESTION 2

Which Cisco Unified ICM Administrative Server type does not require Microsoft SQL Server to be installed on the physical server?

A. Administrative Server with Real Time Data

B. Administration Client

C. Historical Data Server with Detail Data Server

D. Administrative Server with Historical Data Server

E. Configuration Only Administrative Server

Correct Answer: B

QUESTION 3

The output of an ACD Peripheral Gateway and a Cisco Unified Communications Manager Peripheral Gateway to the Central Controller Bandwidth Calculator spreadsheet tool provides three bandwidth values. How are they used?

A. The three values are added together to get the total link that is required between the Peripheral Gateway and the call router.

B. The High value is used to size the priority queue for the QoS tagging at AF31.

C. The Medium and Low values are added together to size the priority queue for the QoS tagging at AF11.

D. The High and Medium values are added together to size the priority queue for the QoS tagging at AF31.

Correct Answer: D

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

When considering which type of CTI Desktop to deploy with the Cisco Unified Contact Center Enterprise solution, what is the difference between Cisco Agent Desktop and CTI Object Server (CTI OS) Desktop?

A. Cisco Agent Desktop lets you silence monitor agents from the supervisor desktop.

B. Cisco Agent Desktop lets you record calls locally from the desktop without a third-party recording solution.

C. Cisco Agent Desktop lets you view agent and team statistics from the desktop.

D. Cisco Agent Desktop lets you transfer calls by using a dial pad.

Correct Answer: B

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