

642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

When a Cisco Unified Contact Center Enterprise agent transfers a call to another agent on a different Cisco Unified Communications Manager cluster, what is the impact if the agent dials the phone number of the second agent directly to perform the transfer?

- A. The second agent will not get screen pop data about the call.
- B. The second agent will not be able to perform a secondary transfer of the call.
- C. The caller will not hear queue music during the transfer.
- D. The different call leg records will be linked in the Cisco Unified Contact Center Enterprise database Termination Call Detail Variable Table.

Correct Answer: A

QUESTION 2

When using the Cisco Unified Outbound Option SIP Dialer 8.0(x), which statement is untrue?

- A. Call progress analysis is performed in the Cisco IOS Voice Gateway, not the dialer.
- B. Mobile agents must use the nailed-up connection option.
- C. SIP Phones must be configured in Cisco Unified Communications Manager for each dialer port.
- D. No physical reservation call is used to reserve the agent for the outbound contact.

Correct Answer: C

QUESTION 3

In the Cisco Unified Contact Center Enterprise Outbound Option 8.0 SIP Dialer, where does the answering machine detection happen?

- A. in the dialer process on the Peripheral Gateway
- B. in the Media Routing Peripheral Gateway for the dialer
- C. in the Cisco Voice Gateway by using digital signal processing (DSP) resources
- D. in the campaign manager on the Logger A server

Correct Answer: C

QUESTION 4

Erlang calculations are used to size contact center resources. Which two types of resources are sized by using Erlang-

B? (Choose two.)

- A. agents
- B. IVR ports
- C. PSTN gateway trunks
- D. MTP resources

Correct Answer: BC

QUESTION 5

Which of the following statements is not correct regarding QoS and prioritization for traffic in a Cisco Unified Contact Center Enterprise deployment?

- A. QoS is only required when a customer does not have sufficient bandwidth to handle the Cisco Unified Contact Center Enterprise traffic.
- B. A network that is not prioritized correctly almost always has heartbeat timeouts or heartbeat problems.
- C. Large packets in a slow network can cause delay that results in the loss of one or more UDP heartbeats or TCP keepalive messages.

Correct Answer: A

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