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) solution, both WebView and Cisco Unified Intelligence Center are provided as reporting tools. Which statement is untrue?

A. Cisco Unified Intelligence Center 8.0(x) supports up to 200 concurrent reporting users.

B. WebView 8.0(x) supports up to 25 concurrent reporting users.

C. WebView 8.0(x) can be deployed in a cluster of up to eight servers that share report templates.

D. Cisco Unified Intelligence Center 8.0(x) uses Informix to store its local database of report templates.

Correct Answer: C

QUESTION 2

With the Cisco Unified Contact Center Enterprise Outbound Option 8.0, how many dialer ports are supported per SIP Dialer?

A. 96

B. 192

C. 1500

D. 3000

Correct Answer: C

QUESTION 3

In a multisite distributed call processing model for Cisco Unified Contact Center Enterprise, which statement is true?

A. The Cisco Unified Communications Manager cluster must be located in one data center.

B. The Cisco Unified Contact Center Enterprise agents must be at the same site as the Cisco Unified Communications Manager cluster.

C. More than one Cisco Unified Communications Manager cluster is supported.

D. Each Cisco Unified Communications cluster must have its own dedicated Cisco Unified IP IVR for queuing and treatment.

Correct Answer: C

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

How are Cisco Unified Mobile Agents silent monitored by their supervisors at remote locations?

A. Cisco Unified Communications Manager Silent Monitoring

B. Desktop Monitoring from the Cisco CTI OS or Cisco Agent Desktop CTI Desktop

C. Cisco CTI OS or Cisco Agent Desktop SPAN Port Monitoring

D. Cisco Remote Silent Monitoring (RSM) Service Monitoring

Correct Answer: C

QUESTION 6

When using the Cisco Unified Contact Center Enterprise Outbound Option 8.0 SIP Dialer without the

A. 722 codec, where is transcoding required in the solution?

B. When transferring the live contact to a G.729 agent across the WAN, transcoding is required in the outbound voice gateway.

C. When performing the initial Call Progress Analysis of the outbound contact in the voice gateway, the call must be transcoded to G.711 locally.

D. When transferring the contact to a G.729 Cisco Unified IP IVR across the WAN, transcoding is required in the outbound voice gateway.

E. No transcoding is required, because the call leg from the outbound gateway will automatically be set up to the correct codec for the target device.

Correct Answer: D

QUESTION 7

Which three features or functionalities does Cisco Unified Communications Manager provide for the Cisco Unified Contact Center Enterprise solution? (Choose three.)

A. call routing from PSTN gateway to agents

B. CTI data on Cisco Agent Desktop screen pop

C. call routing from PSTN gateway to Cisco Unified IP IVR

D. agent, supervisor, and team configuration

E. Cisco Extension Mobility for agents

F. hunt groups and pickup groups for Cisco Unified Contact Center Enterprise

Correct Answer: ACE

QUESTION 8

Cisco provides a VRU 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 call routers A and B for this specific Peripheral Gateway traffic flow

Correct Answer: A

QUESTION 9

In the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model, which WAN configuration is not supported?

A. Three WAN links: One private network connection and two visible networks (highly available) which do not fail over to the private network.

B. Two WAN links: One private network connection and one visible network that is allowed to fail over to the private network if the visible network fails.

C. One WAN link: All traffic is converged on a single MPLS network by using appropriate QoS markings and settings to ensure latency and bandwidth requirements.

D. One MAN or SONET link: All traffic is converted on a single SONET ring network that is designed to automatically reroute if there is a link failure in one direction.

Correct Answer: D

QUESTION 10

Which factor has the largest impact on bandwidth sizing for the visible network connection between the Cisco Unified Contact Center Enterprise VRU Peripheral Gateway and the Call Router?

A. number of agents

B. busy hour call attempts

C. number of call and ECC variables

D. percentage of calls queued

Correct Answer: B

QUESTION 11

In the Cisco Unified Contact Center Enterprise solution with Cisco Unified Communications Manager clustering over the WAN, how is the private network for the Peripheral Gateways sized?

A. The PG private network bandwidth is fixed at a T1 speed, regardless of call or agent volume.

B. The PG private network bandwidth is based on the BHCA handled by the Cisco Unified Communications Manager.

C. The PG private network bandwidth is based on the total number of agents on the Cisco Unified Communications Manager.

D. The PG private network bandwidth is double that of the Router/Logger private network in the system.

Correct Answer: B

QUESTION 12

When the Cisco Unified Contact Center Enterprise system transfers a call to the Cisco Unified IP IVR using a "Translation Route to VRU" node, which label is sent to the routing client?

A. Cisco Unified IP IVR CTI route point

B. Cisco Unified IP IVR CTI port

C. Cisco Unified Communications Manager MTP

D. Cisco Unified Communications Manager CTI route point

Correct Answer: D

QUESTION 13

When using the Cisco Unified Communications Manager Extension Mobility feature with Cisco Unified Contact Center Enterprise, which two are the correct sequences for agent login and logout? (Choose two.)

A. Log in to Extension Mobility and Cisco Agent Desktop at the same time.

B. Log out of Extension Mobility followed by Cisco Agent Desktop.

C. Log in to Extension Mobility followed by Cisco Agent Desktop.

D. Log out of Cisco Agent Desktop followed by Extension Mobility.

E. Log in to Cisco Agent Desktop followed by Extension Mobility.

F. Log out of Extension Mobility and Cisco Agent Desktop at the same time.

Correct Answer: CD

QUESTION 14

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 15

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

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