

642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

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 2

Which two statements are true regarding the Cisco Unified Contact Center Enterprise Release 8.0(x) Mobile Agent peripheral gateway capacity? (Choose two.)

- A. Each mobile agent for a nailed-up configuration equals 1.37 local agents.
- B. Each mobile agent for a nailed-up configuration equals 1.73 local agents.
- C. Each mobile agent for a call-by-call configuration equals 2.2 local agents.
- D. Each mobile agent for a call-by-call configuration equals 2.4 local agents.

Correct Answer: BD

QUESTION 3

During a normal call flow in the Cisco Unified Contact Center Enterprise solution, how long is the agent phone engaged?

- A. from the point that the agent answers to the point that the agent is ready
- B. from the transfer to IVR to the point that the agent hangs up
- C. from the call arrival to the point that the agent hangs up
- D. from the point that the agent answers to the point that the agent hangs up

Correct Answer: D

QUESTION 4

In the Cisco Unified Communications Manager Sizing tool, how do you address a Cisco Unified Contact Center Enterprise design with 350 concurrent mobile agents that use 400 CTI port pairs?

- A. Include only 350 as concurrent logged-in agents.
- B. Treat the CTI port pairs as agents and include all configured ports in the count. Use 400 as the agent total.
- C. Include the 350 agents with their full BHCA, and use the CTI port section to add the additional 100 ports with a BHCA of zero.
- D. Include an average of the agent and port count as 375 agents.

Correct Answer: C

QUESTION 5

Which node in a Cisco Unified Contact Center Enterprise system should be used to modify contact center configuration?

- A. Cisco Unified Contact Center Enterprise Logger
- B. Cisco Unified Contact Center Enterprise Call Router
- C. Cisco Unified Contact Center Enterprise NIC
- D. Cisco Unified Contact Center Enterprise Administrative Server
- E. Cisco Unified Contact Center Enterprise Peripheral Gateway

Correct Answer: D

QUESTION 6

What impact does the Cisco Unified Contact Center Enterprise 8.0(x) Mobile Agent option have on the agent peripheral gateway?

- A. There is no impact.
- B. The number of mobile agents must be less than 500.
- C. The number of nailed-up agents with CTI OS cannot be more than 1156.
- D. The number of call-by-call agents with Cisco Agent Desktop cannot be more than 1,000.
- E. The number of call-by-call agents with CTI OS cannot be more than 1025.

Correct Answer: C

QUESTION 7

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 8

When call progress analysis is done in the voice gateway with the Cisco Unified Contact Center Enterprise Outbound Option 8.0, which protocol is used to communicate the call progress status to the dialer?

- A. H.323
- B. MCGP
- C. SIP
- D. SCCP

Correct Answer: C

QUESTION 9

In the default configuration of the Cisco Unified Contact Center Enterprise 8.0(x), when an agent enters an incorrect password, the system automatically takes which action?

- A. The system locks the agent out for three minutes after three unsuccessful log-in attempts in a five- minute period.
- B. The system locks the agent out for 10 minutes after five unsuccessful log-in attempts in a 30-minute period.
- C. The system locks the agent out for 15 minutes after three unsuccessful log-in attempts in a 15- minute period.
- D. There is no tracking of unsuccessful log-in attempts, and the system does not make any attempt to lock out the agent.

Correct Answer: C

QUESTION 10

Cisco provides a web-based Cisco Unified Communications Sizing Tool as well as a Cisco Unified Communications Manager Capacity Tool. Which statement best identifies the differences between these two tools?

- A. The Cisco Unified Communications Sizing Tool provides Cisco Unified Communications Manager cluster sizing guidance.
- B. The Cisco Unified Communications Manager Capacity Tool includes sizing factors for the Cisco Unified Contact Center Enterprise such as outbound dialer ports and mobile agents.
- C. The Cisco Unified Communications Sizing Tool provides hardware recommendations for both Cisco Unified

Communications Manager and Cisco Unified Contact Center Enterprise.

D. The Cisco Unified Communications Manager Capacity Tool allows for growth factors to size the system.

Correct Answer: C

QUESTION 11

Which two statements are correct about Cisco Unified Communications Manager CAC? (Choose two.)

- A. Regions define the maximum bandwidth allowed per call.
- B. Locations define the maximum bandwidth allowed per all calls to and from locations.
- C. Locations define the maximum bandwidth allowed per call.
- D. Regions define the maximum bandwidth allowed per all calls to and from locations.

Correct Answer: AB

QUESTION 12

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 13

What role does Cisco Unified Communications Manager play in the Cisco Unified Contact Center Enterprise solution?

- A. automatic call distribution
- B. integrated call distribution
- C. interactive voice response system
- D. call switching to agent and Cisco Unified IP IVR

Correct Answer: D

QUESTION 14

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 15

Which tool is used in Cisco Unified ICM to develop call flows for the Cisco Unified Contact Center Enterprise solution?

- A. Router Log Viewer
- B. Call Tracer
- C. Script Editor
- D. Config Manager
- E. Applications Editor

Correct Answer: C

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