

# 642-241<sup>Q&As</sup>

Unified Contact Center Enterprise Design (UCCED)

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**QUESTION 1**

Which two functions are provided by the Cisco Unified Contact Center Enterprise Cisco Agent and Supervisor Desktop software? (Choose two.)

- A. A supervisor can start recording of an agent call on demand.
- B. Agents can log in from Cisco IP phones.
- C. A supervisor can reskill an agent using a task button.
- D. Agents can change their passwords.

Correct Answer: AB

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**QUESTION 2**

Which two statements are Cisco Best Practices when enabling CTI Manager on a Cisco Unified Communications Manager Server? (Choose two.)

- A. CTI Manager must be enabled on the Cisco Unified CallManager publisher to allow CTI applications access to the publisher database.
- B. CTI applications should be load-balanced across all CTI Managers in a cluster.
- C. All phones on the Cisco Unified Communications Manager cluster should be associated with CTI Manager to allow calls to be sent to the phones.
- D. CTI Manager should only be enabled on call-processing subscribers.

Correct Answer: BD

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**QUESTION 3**

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

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**QUESTION 4**

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

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**QUESTION 5**

In a Cisco Unified Contact Center Enterprise customer design, there is a remote PSTN voice gateway with a single T1 in a G.729 region. Calls will cross the WAN to reach one of 14 agents using G.729 Cisco IP phones or be queued in one of 10 available Cisco Unified IP IVR ports (configured for

- A. 711). Which is the correct quantity and type of resource to support these calls in this configuration?
- B. 24 conference bridges
- C. 24 hardware transcoders
- D. 10 hardware transcoders
- E. 10 conference bridges

Correct Answer: C

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