642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

In a Cisco Unified Contact Center Enterprise design, the customer wants to use Session Initiation Protocol calls from its voice network carrier. Which design consideration is true for this solution?

A. All agent phones must be configured as Session Initiation Protocol phones.

B. Cisco Unified Border Element must be included for Session Initiation Protocol message normalization and management.

C. Cisco Unified IP IVR must be configured for G.711 voice calls only.

D. Additional digital signal processor resources are required in the design for Session Initiation Protocol calls.

Correct Answer: B

QUESTION 2

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 3

A Cisco Unified Contact Center Enterprise solution is designed with geographic redundancy for the central controllers (with separate call routers and loggers). If Call Router Side A has device majority and its Ethernet private network NIC fails, which two events will occur? (Choose two.)

A. The Call Router Side B will stay active, while the Call Router Side A will go idle.

B. The Call Router Side A will stay active, while Call Router Side B will go idle.

C. There is no ability to make configuration changes nor write any historical data to Logger A from Call Router A.

D. Both sides will go active.

E. The system will operate as it did prior to failure.

Correct Answer: BC

QUESTION 4

Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system?

A. when QoS is enabled on both networks

B. in cases in which there is gigabit bandwidth between sites

C. under no circumstances

D. when the Cisco Catalyst switch has dual power supplies
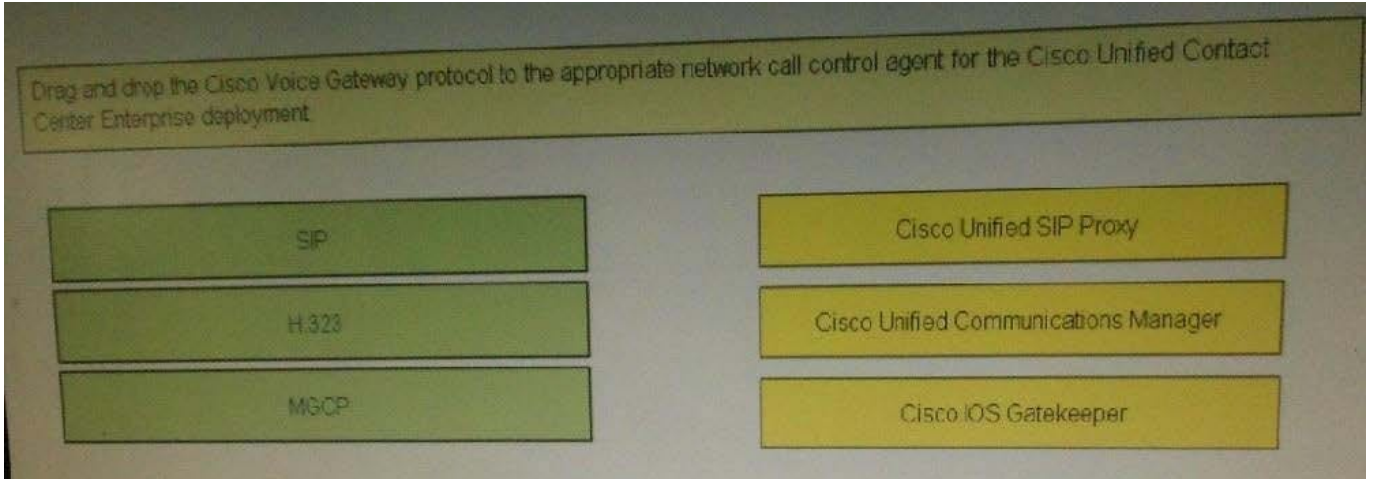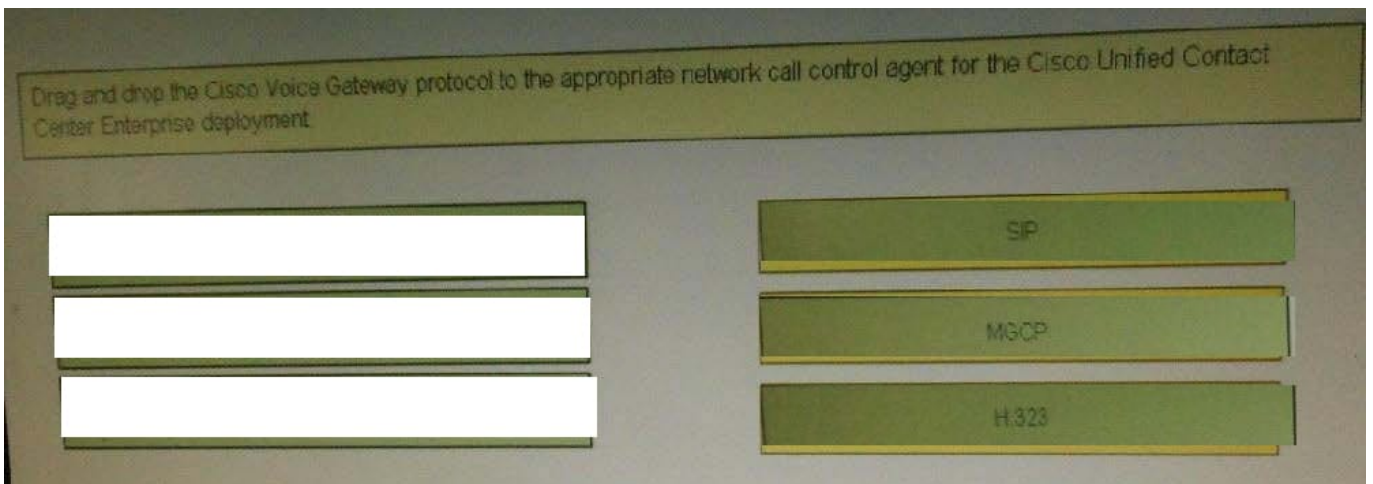
Correct Answer: C

QUESTION 5

Drag and drop the Cisco Voice Gateway protocol to the appropriate network call control agent for the Cisco Unified Contact Center Enterprise deployment.

Select and Place:

Select and Place:

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