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

Which failure scenario in the Cisco Unified Contact Center Enterprise solution would stop all processing and routing of contact center calls?

A. ICM Call Router Side A fails at the same time that ICM Logger Side A fails.

B. ICM Call Router Side A fails at the same time that ICM Logger Side B fails.

C. ICM Call Router Side B fails at the same time that ICM Logger Side A fails.

D. ICM Call Router Side B fails at the same time that ICM Logger Side B fails.

E. ICM Call Router Side A fails at the same time that ICM Call Router Side B fails.

F. ICM Logger Side A fails at the same time that ICM Logger Side B fails.

Correct Answer: E

QUESTION 3

In the Cisco ICM ConfigManager Peripheral Gateway Explorer, when setting the Peripheral Configuration for the Cisco Unified Communications Manager Multi-Line ACD feature, what are the two expected behaviors of the system when the settings are as shown? (Choose two.)

A. The CTI Desktop will monitor only one ACD line, but all other lines will be shown on the desktop.

B. The CTI Desktop will show only the ACD line that the agent used to log in.

C. If the agent selects another line on the Cisco Unified IP phone, the agent state will change to Not Ready.

D. If the agent selects another line on the Cisco Unified IP phone, the agent state will not change.

Correct Answer: BD

QUESTION 4

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 5

The Cisco Unified Mobile Agent option for Cisco Unified Contact Center Enterprise supports which of the following modes of operation? (Choose two.)

A. call-by-call

B. nailed-up

C. predictive

D. preview

E. progressive

Correct Answer: AB

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