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Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

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

QUESTION 2

How does Cisco Unified Contact Center Enterprise provide security to the system?

A. Microsoft Windows Active Directory is used to control access to the system.

B. Microsoft SQL Server accounts and logins for all users are used to control access to the system.

C. Cisco Synchronization Service is used to control access to the system.

D. Administrator accounts for the system are encrypted and kept in the Cisco Unified Contact Center Enterprise database to control access to the system.

Correct Answer: A

QUESTION 3

In the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model, which two statements are true? (Choose two.)

A. Each subscriber in the Cisco Unified Communications Manager cluster must have its own Peripheral Gateway configured locally to avoid JTAPI communication across the WAN.

B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.

C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP phone connections if they are using the Cisco Agent Desktop.

D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.

E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share

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the same private network connection as the central controller (router and logger) components.

Correct Answer: BE

QUESTION 4

How does the Cisco Unified Contact Center Enterprise Outbound Option 8.0 impact Cisco Unified Communications Manager sizing?

A. It adds additional weight for each dialer port that is equal to five normal agent users.

B. It adds additional weight for each dialer port that is equal to eight normal agent users.

C. It adds no additional weight when using the SIP Dialer Option in 8.0.

D. It adds no additional weight when using the SCCP Dialer Option in 8.0.

Correct Answer: C

QUESTION 5

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

A. plays music on hold and in queue for callers

B. terminates media streams for agents and callers

C. provides routing and queuing instructions for contacts

D. records and stores voice calls for quality purposes

Correct Answer: C

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