642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

Which of the following is a true statement regarding the design and operation of a highly available Cisco Unified Contact Center Enterprise solution?

A. Call processing must never occur on a Cisco Unified Communications Manager publisher, even in failover conditions.

B. SRST is a Cisco Voice Gateway feature that allows agent phones and their associated CTI Desktop to home to the local SRST gateway in the event that the gateway loses connection with the Cisco Unified Communications Manager that is controlling it.

C. When a Cisco Unified Contact Center Enterprise VRU PG fails, all calls in queue on that Cisco Unified IP IVR are dropped unless there is a default script loaded on the Cisco Unified IP IVR.

D. If a Cisco Unified Contact Center Enterprise child system loses a WAN connection with the parent Cisco Unified ICM, it is not possible under any circumstances to queue newly arrived calls at that child.

Correct Answer: C

QUESTION 2

Which table name is not used as part of the Cisco Unified Contact Center Enterprise 8.0(x) 15-minute reporting model?

A. Agent_Interval

B. Agent_Skill_Group_Interval

C. Call_Type_SG_Interval

D. Dialer_Interval

E. Router_Interval

Correct Answer: E

QUESTION 3

What is the primary factor that affects the bandwidth size of the private network between the central controllers in the Cisco Unified Contact Center Enterprise solution?

A. number of configured skill groups

B. number of calls that are attempted in the busy hour

C. number of configured routes and labels D. number of historical database servers

Correct Answer: B

QUESTION 4

In a Cisco Unified Contact Center Enterprise 7.5(1) design, the customer requires that its agents be able to have personal lines (DID) as well as their agent extensions. Using the Cisco Unified Communications Manager 6.1(1) partition feature, how should the following agent phone be configured?

Agent ACD linE. 4000 (DN)

Agent DID linE. 5000 (personal line)

Partition: Personal Allow personal calls

Partition: ACDDN Allow Cisco Unified Contact Center Enterprise calls only

A. Line 1: 4000 Partition Personal, Line 2: 4000 Partition ACDDN

B. Line 1: 4000 Partition ACDDN, Line 2: 5000 Partition Personal

C. Line 1: 4000 Partition ACDDN, Line 2: 4000 Partition Personal

D. Line 1: 5000 Partition ACDDN, Line 2: 5000 Partition Personal

Correct Answer: B

QUESTION 5

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

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