

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

Unified Contact Center Enterprise Design (UCCED)

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**QUESTION 1**

In the Cisco Unified Contact Center Enterprise solution, which agent-initiated transfer method is not supported?

- A. blind transfer to another agent
- B. consult transfer to another agent
- C. consult transfer to a skill group or queue
- D. hookflash transfer to the Cisco Unified IP IVR

Correct Answer: D

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**QUESTION 2**

How is accurate service-level information obtained in a Cisco Unified Contact Center Enterprise Parent/ Child model with calls queued at the parent?

- A. in the parent Cisco Unified ICM system, using Agent Level Detail data
- B. in the parent Cisco Unified ICM system, using skill group data
- C. in the child Cisco Unified Contact Center Enterprise system, using call type data
- D. in the child Cisco Unified Contact Center Enterprise system, using services data

Correct Answer: A

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**QUESTION 3**

In the Cisco Unified Contact Center Enterprise solution, which CTI option is required to support an integration to drive Siebel agent workflows and provide data to the Siebel application?

- A. Cisco Unified Contact Center Enterprise Cisco Agent Desktop with optional keystroke macro integration
- B. Cisco Unified Contact Center Enterprise CTI Object Server with the Siebel CRM Connector
- C. Cisco Unified Contact Center Enterprise Cisco Agent Desktop Browser Edition with Siebel using the embedded browser option
- D. either Cisco Unified Contact Center Enterprise Cisco Agent Desktop or CTI Object Server
- E. either Cisco Unified Contact Center Enterprise Cisco Agent Desktop or Cisco Agent Desktop Browser Edition

Correct Answer: B

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**QUESTION 4**

As part of the Cisco Unified Contact Center Enterprise 8.0 solution, how is the Cisco Unified Intelligence Center 8.0(x) deployed?

- A. co-loaded on an administrative server just like WebView was in prior versions
- B. on a dedicated appliance server running the Cisco Voice Operating System
- C. on a dedicated appliance server running Microsoft Windows 2003 Server
- D. on a Cisco Unified Computing System B-Series VMware image with one virtual CPU and 8 GB of RAM

Correct Answer: B

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#### QUESTION 5

Erlang calculations are used to size contact center resources. Which two types of resources are sized by using Erlang-B? (Choose two.)

- A. agents
- B. IVR ports
- C. PSTN gateway trunks
- D. MTP resources

Correct Answer: BC

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#### QUESTION 6

Which Cisco Unified IP phone model is incompatible with the Cisco Unified Contact Center Enterprise system 8.0(x)?

- A. 9951
- B. 6921
- C. 7970
- D. 7930
- E. 7920

Correct Answer: D

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#### QUESTION 7

When considering which type of CTI Desktop to deploy with the Cisco Unified Contact Center Enterprise solution, what is the difference between Cisco Agent Desktop and CTI Object Server (CTI OS) Desktop?

- A. Cisco Agent Desktop lets you silence monitor agents from the supervisor desktop.

- B. Cisco Agent Desktop lets you record calls locally from the desktop without a third-party recording solution.
- C. Cisco Agent Desktop lets you view agent and team statistics from the desktop.
- D. Cisco Agent Desktop lets you transfer calls by using a dial pad.

Correct Answer: B

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#### QUESTION 8

In a single-site deployment model for Cisco Unified Contact Center Enterprise, which statement is true?

- A. The Cisco Unified Communications Manager cluster can be split between two data center locations.
- B. The Cisco Unified Contact Center Enterprise agents are colocated at the same site as the data center components.
- C. The Cisco Voice Gateways can be distributed at multiple locations.
- D. The Cisco Unified IP IVR must be deployed with the G.279 codec for local voice quality.

Correct Answer: B

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#### QUESTION 9

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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#### QUESTION 10

When using the Cisco Unified Outbound Option SIP Dialer 8.0(x), which statement is untrue?

- A. Call progress analysis is performed in the Cisco IOS Voice Gateway, not the dialer.
- B. Mobile agents must use the nailed-up connection option.
- C. SIP Phones must be configured in Cisco Unified Communications Manager for each dialer port.
- D. No physical reservation call is used to reserve the agent for the outbound contact.

Correct Answer: C

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**QUESTION 11**

Cisco provides a web-based Cisco Unified Communications Sizing Tool as well as a Cisco Unified Communications Manager Capacity Tool. Which statement best identifies the differences between these two tools?

- A. The Cisco Unified Communications Sizing Tool provides Cisco Unified Communications Manager cluster sizing guidance.
- B. The Cisco Unified Communications Manager Capacity Tool includes sizing factors for the Cisco Unified Contact Center Enterprise such as outbound dialer ports and mobile agents.
- C. The Cisco Unified Communications Sizing Tool provides hardware recommendations for both Cisco Unified Communications Manager and Cisco Unified Contact Center Enterprise.
- D. The Cisco Unified Communications Manager Capacity Tool allows for growth factors to size the system.

Correct Answer: C

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**QUESTION 12**

Which two statements are correct about Cisco Unified Communications Manager CAC? (Choose two.)

- A. Regions define the maximum bandwidth allowed per call.
- B. Locations define the maximum bandwidth allowed per all calls to and from locations.
- C. Locations define the maximum bandwidth allowed per call.
- D. Regions define the maximum bandwidth allowed per all calls to and from locations.

Correct Answer: AB

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**QUESTION 13**

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

- A. automatic call distribution
- B. integrated call distribution
- C. interactive voice response system
- D. call switching to agent and Cisco Unified IP IVR

Correct Answer: D

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**QUESTION 14**

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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#### QUESTION 15

In the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model, which WAN configuration is not supported?

- A. Three WAN links: One private network connection and two visible networks (highly available) which do not fail over to the private network.
- B. Two WAN links: One private network connection and one visible network that is allowed to fail over to the private network if the visible network fails.
- C. One WAN link: All traffic is converged on a single MPLS network by using appropriate QoS markings and settings to ensure latency and bandwidth requirements.
- D. One MAN or SONET link: All traffic is converted on a single SONET ring network that is designed to automatically reroute if there is a link failure in one direction.

Correct Answer: D

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