



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

Unified Contact Center Enterprise Design (UCCED)

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### QUESTION 1

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

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### QUESTION 2

In the Cisco Unified Contact Center Enterprise 8.0(x) solution, historical interval reports can be generated in either 15-minute or 30-minute intervals. Which statement is true?

- A. The Cisco ICM database schema contains half-hour tables, but they are no longer populated unless the 30-minute interval option is used.
- B. The Cisco ICM database schema was updated to include new quarter-hour tables, which are only populated when the 15-minute interval option is used.
- C. The Cisco ICM database schema was updated to include new interval tables, which are populated for both 30-minute or 15-minute data, but the original half-hour tables are not populated.
- D. All peripherals in the Cisco Unified Contact Center Enterprise must use the same interval-reporting method, either 30-minute or 15-minute.

Correct Answer: C

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### QUESTION 3

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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### QUESTION 4

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

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#### QUESTION 5

Which of these statements must be true to provide silent monitoring for Cisco Unified Contact Center Enterprise 8.0(x) mobile agents?

- A. A mobile agent PC must be connected to the local phone at the agent location.
- B. The inbound call and the mobile agent remote call leg must not be placed using the same voice gateway.
- C. The local CTI port must have MOH enabled in Cisco Unified Communications Manager.
- D. The agent must be configured as "nailed up" and not "call-by-call."
- E. The supervisor must be configured as both an agent and a mobile agent.

Correct Answer: B

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#### QUESTION 6

When using the Cisco Unified IP IVR in a Cisco Unified Contact Center Enterprise solution, what are three best practices to improve the availability of the solution? (Choose three.)

- A. Add multiple duplex or redundant Cisco Unified IP IVRs to create a Cisco Unified IP IVR cluster.
- B. Use the Cisco Unified IP IVR high-availability option.
- C. Use the Cisco Unified Communications Manager call forwarding features on CTI route points and devices associated with the Cisco Unified IP IVR.
- D. Use Cisco Unified Contact Center Enterprise scripting to control call delivery to Cisco Unified IP IVRs based on available ports or peripheral status.
- E. Use default labels in the Cisco Unified Contact Center Enterprise routing scripts.
- F. Use default scripts in the Cisco Unified IP IVR.

Correct Answer: CDF

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#### QUESTION 7

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 8

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 9

In the Cisco Unified Contact Center Enterprise solution, the Cisco ICM Node Manager process operates on all the Cisco ICM servers with the exception of which component?

- A. Cisco ICM Administration Client
- B. Cisco ICM Call Router
- C. Cisco ICM Logger
- D. Cisco ICM Peripheral Gateway

Correct Answer: A

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#### QUESTION 10

Which item is not a factor in determining bandwidth requirements for the visible network connection between the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway and the call router?



- A. busy hour call attempts
- B. number of skill groups per agent
- C. number of agents
- D. number of call types
- E. number of call and ECC variables

Correct Answer: D

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#### QUESTION 11

Which tool is used in Cisco Unified ICM to develop call flows for the Cisco Unified Contact Center Enterprise solution?

- A. Router Log Viewer
- B. Call Tracer
- C. Script Editor
- D. Config Manager
- E. Applications Editor

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

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

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#### QUESTION 14

In the Cisco Unified Contact Center Enterprise solution, what is considered "Agent Handle Time"?

- A. the time that the agent spent talking to the caller, including any hold time during the call
- B. the time that the agent spent talking plus any wrap-up time that is associated with the call, including any hold time during the call
- C. the time that the agent spent talking to the caller plus the queue time for the call and any wrap-up time
- D. the time that the agent spent talking to the caller plus any network time that was used during ringing, call transfers, and holds during the call

Correct Answer: B

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#### QUESTION 15

All of these statements correctly describe the role of voice gateways in Cisco Unified Contact Center Enterprise deployments except which one?

- A. When calls arrive from the PSTN to Cisco H.323 gateways and are sent to Cisco Unified IP IVR for prompt and collect treatment, MTP resources must be allocated in deployments.
- B. Cisco voice gateways can communicate with Cisco Unified Communications Manager using SIP,
- C. 323, or MGCP.
- D. When a voice gateway uses multiple protocols (SIP, H.323), each protocol requires its own dedicated DSP resources.
- E. Cisco voice gateways can be used to help integrate traditional ACDs into a Cisco Unified Contact Center Enterprise environment by implementing TDM connections between gateways and ACDs.

Correct Answer: C

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