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Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

Drag and drop the correct recommended Layer 3 classification for differentiated services code point markings and data flows in the Cisco Unified Contact center Enterprise solution.

Select and Place:

Select and Place:

Correct Answer:

Drag and drop the correct recommended Layer 3 classification for differentiated services code point markings and data flows in the Cisco Unified Contact Center Enterprise solution.
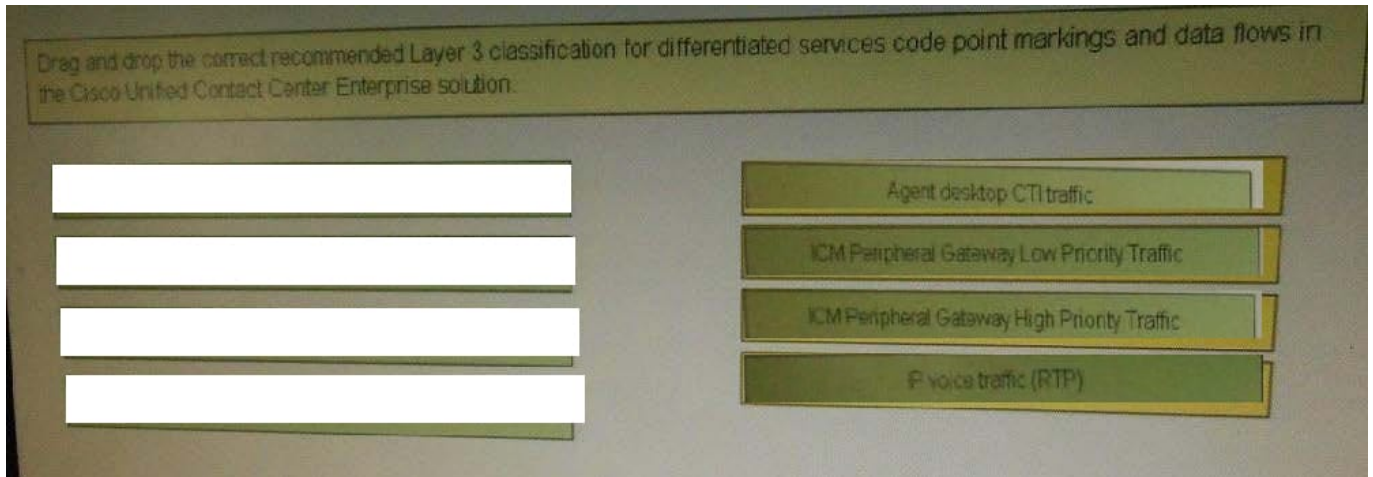
- Agent desktop CTI traffic
- ICM Peripheral Gateway Low Priority Traffic
- ICM Peripheral Gateway High Priority Traffic
- IP voice traffic (RTP)

QUESTION 2

In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement is true about the Cisco Unified Communications Manager Peripheral Gateway duplex pair?

A. Each side of the Peripheral Gateway pair (side A and side B) must be configured to point to a local and a remote CTI Manager across the WAN from the PG location.

B. The PG private network may be shared with any other private connections--PGs or Call Routers/ Loggers.

C. The PG may use the highly available WAN connection between the sites (visible network) for all traffic-- visible and private.

D. The PGs must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

Correct Answer: B

QUESTION 3

Which two Cisco Unified Contact Center Enterprise CTI solutions support silent monitoring of agent calls using desktop monitoring rather than VoIP Monitor servers? (Choose two.)

A. Cisco Unified Contact Center Enterprise CTI Object Server Agent Desktop

B. Cisco Unified Contact Center Enterprise Cisco Agent Desktop

C. Cisco Unified Contact Center Enterprise Siebel CRM Connector

D. Cisco Unified Contact Center Enterprise Cisco Agent Desktop Browser Edition

Correct Answer: AB

QUESTION 4

Which two configuration tasks are necessary in Cisco Unified Communications Manager for the Cisco Unified Contact Center Enterprise solution? (Choose two.)

A. configure agent IP phone, supervisor IP phone, and CTI route points

B. configure the agent ID, supervisor ID, and system administrator password

C. configure the agent, supervisor, and CTI user accounts

D. configure agent targeting rules for agent IP phone dialed numbers

E. configure Cisco Unified IP IVR translation routes

F. configure device associations of agent phones and CTI devices with the peripheral gateway user

Correct Answer: AF

QUESTION 5

In the Cisco Unified Contact Center Enterprise solution, what is the impact on the system if inbound call volume increases?

A. Agent capacity on the Cisco Agent Desktop servers decreases.

B. Agent capacity on the Cisco Unified Communications Manager subscribers in the cluster decreases.

C. Agent capacity on the Cisco Unified Contact Center Enterprise call routers decreases.

D. Agent reporting capacity in WebView decreases.

Correct Answer: B

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