



# 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 two agent CTI desktop options support Transport Layer Security? (Choose two.)

- A. Cisco Agent Desktop
- B. CTI OS Agent Desktop using Java CIL
- C. CTI OS Agent Desktop using C++ CIL
- D. CTI OS Agent Desktop using .NET CIL

Correct Answer: AC

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#### QUESTION 2

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 3

In a Cisco Unified Contact Center Enterprise that is deployed in a multisite centralized model, which resource can be used for transcoding?

- A. Cisco Unified IP phone built-in-bridge
- B. Cisco Unified IP IVR CTI ports
- C. Cisco Unified Communications Manager CTI route points
- D. Cisco Unified Communications Manager software conference bridge resources

Correct Answer: A

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#### QUESTION 4

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 5

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

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