



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

Drag and drop the ICM Network Requirement to the appropriate value or setting

Select and Place:

Drag and drop the ICM Network Requirement to the appropriate value or setting.

ICM Public Network High Priority Maximum Network Latency (ms)	100 ms
ICM Public Network High Priority QoS DSCP Marking	200 ms
ICM Public Network Low Priority QoS DSCP Marking	1000 ms
ICM Private Network High Priority Maximum Network Latency (ms)	AF11
ICM Private Network Medium Priority Maximum Network Latency (ms)	AF31

Correct Answer:

Drag and drop the ICM Network Requirement to the appropriate value or setting.

	ICM Private Network High Priority Maximum Network Latency (ms)
	ICM Public Network High Priority Maximum Network Latency (ms)
	ICM Private Network Medium Priority Maximum Network Latency (ms)
	ICM Public Network Low Priority QoS DSCP Marking
	ICM Public Network High Priority QoS DSCP Marking



QUESTION 2

How are Cisco Unified Mobile Agents silent monitored by their supervisors at remote locations?

- A. Cisco Unified Communications Manager Silent Monitoring
- B. Desktop Monitoring from the Cisco CTI OS or Cisco Agent Desktop CTI Desktop
- C. Cisco CTI OS or Cisco Agent Desktop SPAN Port Monitoring
- D. Cisco Remote Silent Monitoring (RSM) Service Monitoring

Correct Answer: C

QUESTION 3

Cisco provides a CTI OS Bandwidth Calculator spreadsheet tool. What is the purpose of this tool?

- A. to size the visible network that is required between the CTI OS server and the call router
- B. to size the visible network that is required between the CTI OS server and the remote agent CTI OS desktops
- C. to size the visible network that is required between the CTI OS server and the Peripheral Gateway
- D. to size the private network that is required between the two CTI OS servers

Correct Answer: B

QUESTION 4

Which tool is used to create the Cisco organization unit structure in Cisco Unified Contact Center Enterprise 7.0(x) and 7.1(x)?

- A. Cisco Unified ICM Setup tool
- B. ConfigManager tool
- C. Cisco Domain Manager tool
- D. Microsoft native domain tools can be used directly for creating these organizational units

Correct Answer: C

QUESTION 5

Using the Cisco Unified Contact Center Enterprise 8.0(x) Analysis Manager CLI, which command will show the current debug trace levels?

- A. show log
- B. show trace



C. show level

D. show debug

Correct Answer: D

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