

642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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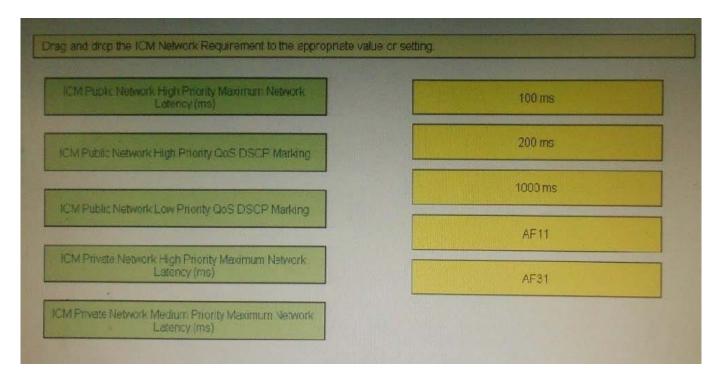




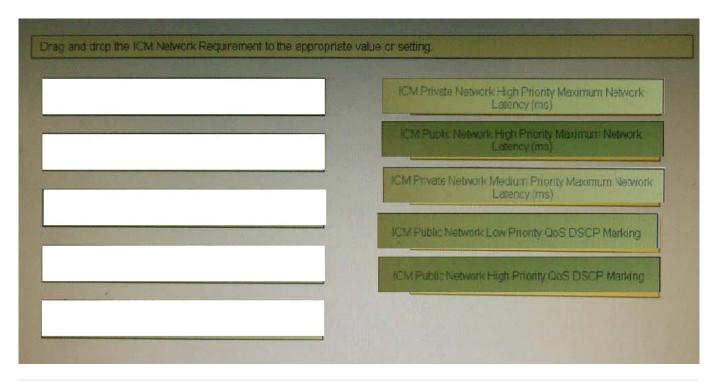
QUESTION 1

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

Select and Place:



Correct Answer:



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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



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C. show level

D. show debug

Correct Answer: D

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