



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

Pass Cisco 642-241 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/642-241.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

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

QUESTION 2

In a Cisco Unified Contact Center Enterprise deployment in which the agents are configured to "auto answer" calls in their agent desk settings, which behavior is expected of the system?

- A. As soon as the agent hangs up the phone, the next queued call will be sent to the agent regardless of any timed after call work or wrap-up code entry requirement.
- B. If a timed after call work value is set for the system, the system will wait for this timer to expire before sending another call to the agent unless the agent state is changed manually to Available before the timer expires.
- C. The system will wait for the agent to enter any required wrap-up code before sending the next queued call to the agent.
- D. As soon as the agent hangs up the phone, the agent can change state to Not Ready to prevent being reserved for the next queued call.

Correct Answer: B

QUESTION 3

You need to design Cisco Unified Communications Manager 6.1(1) for normal calls and contact center calls. The customer requirement is to have approximately 250 simultaneous MOH sessions. What is the minimum server platform that you can use?

- A. standalone or co-resident MOH server using a Cisco MCS 7815 or equivalent
- B. standalone MOH server using a Cisco MCS 7815 or equivalent
- C. standalone or co-resident MOH server using a Cisco MCS 7835 or equivalent
- D. standalone MOH server using a Cisco MCS 7835 or equivalent

Correct Answer: A



QUESTION 4

What is the recommended way to configure redundant Cisco Unified Communications Manager subscribers for Cisco IP phone registration in a single cluster for the Cisco Unified Contact Center Enterprise solution?

- A. add a redundant device pool to the Cisco Unified CallManager Group configuration
- B. add a second TFTP server to the cluster
- C. add an additional Cisco Unified Communications Manager subscriber to the Cisco Unified Communications Manager Group defined in Device pool of the Cisco IP Phone
- D. use an SRST reference in the device pool

Correct Answer: C

QUESTION 5

In the Cisco Unified Contact Center Enterprise solution, which agent-initiated transfer method is not supported?

- A. blind transfer to another agent
- B. consult transfer to another agent
- C. consult transfer to a skill group or queue
- D. hookflash transfer to the Cisco Unified IP IVR

Correct Answer: D

[Latest 642-241 Dumps](#)

[642-241 Exam Questions](#)

[642-241 Braindumps](#)