



# 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 clustering over the WAN deployment model, which WAN configuration is not supported?

- A. Three WAN links: One private network connection and two visible networks (highly available) which do not fail over to the private network.
- B. Two WAN links: One private network connection and one visible network that is allowed to fail over to the private network if the visible network fails.
- C. One WAN link: All traffic is converged on a single MPLS network by using appropriate QoS markings and settings to ensure latency and bandwidth requirements.
- D. One MAN or SONET link: All traffic is converted on a single SONET ring network that is designed to automatically reroute if there is a link failure in one direction.

Correct Answer: D

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### QUESTION 2

Which of these statements must be true to provide silent monitoring for Cisco Unified Contact Center Enterprise 8.0(x) mobile agents?

- A. A mobile agent PC must be connected to the local phone at the agent location.
- B. The inbound call and the mobile agent remote call leg must not be placed using the same voice gateway.
- C. The local CTI port must have MOH enabled in Cisco Unified Communications Manager.
- D. The agent must be configured as "nailed up" and not "call-by-call."
- E. The supervisor must be configured as both an agent and a mobile agent.

Correct Answer: B

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### QUESTION 3

Which Cisco Unified IP phone model is incompatible with the Cisco Unified Contact Center Enterprise system 8.0(x)?

- A. 9951
- B. 6921
- C. 7970
- D. 7930
- E. 7920

Correct Answer: D

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#### QUESTION 4

When considering which type of CTI Desktop to deploy with the Cisco Unified Contact Center Enterprise solution, what is the difference between Cisco Agent Desktop and CTI Object Server (CTI OS) Desktop?

- A. Cisco Agent Desktop lets you silence monitor agents from the supervisor desktop.
- B. Cisco Agent Desktop lets you record calls locally from the desktop without a third-party recording solution.
- C. Cisco Agent Desktop lets you view agent and team statistics from the desktop.
- D. Cisco Agent Desktop lets you transfer calls by using a dial pad.

Correct Answer: B

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#### QUESTION 5

When the Cisco Unified Contact Center Enterprise system transfers a call to the Cisco Unified IP IVR using a "Translation Route to VRU" node, which label is sent to the routing client?

- A. Cisco Unified IP IVR CTI route point
- B. Cisco Unified IP IVR CTI port
- C. Cisco Unified Communications Manager MTP
- D. Cisco Unified Communications Manager CTI route point

Correct Answer: D

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