



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

What is the impact of routing a call to a non-agent phone in the Cisco Unified Contact Center Enterprise solution?

- A. The call cannot be transferred or conferenced back to an agent.
- B. Cisco Unified Contact Center Enterprise reports the call as abandoned in the skill group.
- C. Cisco Unified Contact Center Enterprise no longer tracks the call for reporting.
- D. Cisco Unified Contact Center Enterprise does not record the transfer number dialed.

Correct Answer: C

QUESTION 2

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

QUESTION 3

A Cisco Unified Contact Center Enterprise solution is designed with geographic redundancy for the central controllers (with separate call routers and loggers). If Call Router Side A has device majority and its Ethernet private network NIC fails, which two events will occur? (Choose two.)

- A. The Call Router Side B will stay active, while the Call Router Side A will go idle.
- B. The Call Router Side A will stay active, while Call Router Side B will go idle.
- C. There is no ability to make configuration changes nor write any historical data to Logger A from Call Router A.
- D. Both sides will go active.
- E. The system will operate as it did prior to failure.

Correct Answer: BC

QUESTION 4



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

QUESTION 5

In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with two new Admin Workstations as the only AWs at the site. What is the recommended configuration (AW type) for these two machines?

- A. 1 - Primary Distributor AW, 1 - Secondary Distributor AW
- B. 1 - Primary Distributor AW, 1 - Client AW
- C. 1 - Secondary Distributor AW, 1 - Client AW
- D. 2 - Client AWs
- E. 2 - Secondary Distributor AWs
- F. 1 - Primary Client AW, 1 - Secondary Client AW

Correct Answer: A

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