



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

Which two Cisco Unified Contact Center Enterprise CTI solutions support silent monitoring of agent calls using desktop monitoring rather than VoIP Monitor servers? (Choose two.)

- A. Cisco Unified Contact Center Enterprise CTI Object Server Agent Desktop
- B. Cisco Unified Contact Center Enterprise Cisco Agent Desktop
- C. Cisco Unified Contact Center Enterprise Siebel CRM Connector
- D. Cisco Unified Contact Center Enterprise Cisco Agent Desktop Browser Edition

Correct Answer: AB

QUESTION 2

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 3

In the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model, which two statements are true? (Choose two.)

- A. Each subscriber in the Cisco Unified Communications Manager cluster must have its own Peripheral Gateway configured locally to avoid JTAPI communication across the WAN.
- B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.
- C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP phone connections if they are using the Cisco Agent Desktop.
- D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.
- E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Correct Answer: BE

QUESTION 4

In the Cisco Unified Contact Center Enterprise 8.0(x) system, if an agent requires more than five skills, what is the impact to the Peripheral Gateway?

- A. None, agents can have an unlimited number of skills defined.
- B. None, agents can only have five skills defined.



C. As skills are added to agents, the total number of agents supported on the PG is decreased to a maximum of 20 skills per agent with 1000 total agents.

D. As skills are added to agents, the total number of agents supported on the PG is decreased to a maximum of 50 skills per agent with 484 total agents.

Correct Answer: D

QUESTION 5

The Cisco Unified IP IVR and Intelligent Contact Management components of the Cisco Unified Contact Center Enterprise solution cannot perform which function?

- A. reporting with Cisco Unified Intelligence Center
- B. providing CTI desktop functionality for agent state control
- C. providing call-routing functionality based on real-time conditions
- D. instructing queue points to play specific messages to callers
- E. providing conference bridge for agent and supervisor calls

Correct Answer: E

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