



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

How does the Cisco Unified Contact Center Enterprise Outbound Option 8.0 impact Cisco Unified Communications Manager sizing?

- A. It adds additional weight for each dialer port that is equal to five normal agent users.
- B. It adds additional weight for each dialer port that is equal to eight normal agent users.
- C. It adds no additional weight when using the SIP Dialer Option in 8.0.
- D. It adds no additional weight when using the SCCP Dialer Option in 8.0.

Correct Answer: C

QUESTION 2

All of these statements about high availability with a Cisco Unified Intelligent Contact Management (ICM) central controller are true except which one?

- A. In the event that one call router of a duplex pair of Cisco Unified ICM call router fails, the surviving call router recognizes the failure when it receives no response to heartbeats over the private LAN.
- B. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified IP IVR will be disconnected, but all new calls will be successfully processed.
- C. There is no impact on call processing during a Cisco Unified ICM Logger failure.
- D. In the event that the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.

Correct Answer: B

QUESTION 3

How does Cisco Unified Contact Center Enterprise provide security to the system?

- A. Microsoft Windows Active Directory is used to control access to the system.
- B. Microsoft SQL Server accounts and logins for all users are used to control access to the system.
- C. Cisco Synchronization Service is used to control access to the system.
- D. Administrator accounts for the system are encrypted and kept in the Cisco Unified Contact Center Enterprise database to control access to the system.

Correct Answer: A

QUESTION 4



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

QUESTION 5

When using the Cisco Unified Contact Center Enterprise 8.0(x) Multi-Line ACD feature, which configuration item is not supported in the Cisco Unified Communications Manager?

A. Busy triggers on each line must be set to one.

B. Maximum number of calls on each line must be set to two.

C. Agent ACD line can be a shared line.

D. Lines can be configured to forward calls to other lines on the phone.

Correct Answer: C

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