



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

In the Cisco Unified Contact Center Enterprise solution, what is considered "Agent Handle Time"?

- A. the time that the agent spent talking to the caller, including any hold time during the call
- B. the time that the agent spent talking plus any wrap-up time that is associated with the call, including any hold time during the call
- C. the time that the agent spent talking to the caller plus the queue time for the call and any wrap-up time
- D. the time that the agent spent talking to the caller plus any network time that was used during ringing, call transfers, and holds during the call

Correct Answer: B

QUESTION 2

In the Cisco Unified Contact Center Enterprise solution, which two agent CTI desktop options support Transport Layer Security? (Choose two.)

- A. Cisco Agent Desktop
- B. CTI OS Agent Desktop using Java CIL
- C. CTI OS Agent Desktop using C++ CIL
- D. CTI OS Agent Desktop using .NET CIL

Correct Answer: AC

QUESTION 3

Which two functions can the Cisco Unified IP IVR perform in a Cisco Unified Contact Center Enterprise environment? (Choose two.)

- A. prompt and collect
- B. call control
- C. voicemail
- D. queuing controlled by Cisco Unified ICM

Correct Answer: AD

QUESTION 4

Which two functions are performed by the Cisco Unified Contact Center Enterprise CTI options for agents? (Choose



two.)

- A. controls call and agent state
- B. places outbound calls for agents in the Outbound Option Progressive mode
- C. presents information provided by the caller from the voice response system
- D. accepts Instant Messaging requests from third-party chat clients routed to the agent
- E. presents caller data to agent in pre-call whisper with the Cisco IP phone

Correct Answer: AC

QUESTION 5

Which Cisco Unified IP phone model is incompatible with Cisco Unified Communications Manager Silent Monitoring 8.0(x)?

- A. 9971
- B. 8961
- C. 6921
- D. 7970
- E. IP Communicator 8.0(x)

Correct Answer: D

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