642-241^Q&As

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

Using the Cisco Unified Contact Center Enterprise 8.0(x) Analysis Manager CLI, which command will show the current debug trace levels?

A. show log

B. show trace

C. show level

D. show debug

Correct Answer: D

QUESTION 2

In the Cisco Unified Communications Manager Sizing tool, how do you address a Cisco Unified Contact Center Enterprise design with 350 concurrent mobile agents that use 400 CTI port pairs?

A. Include only 350 as concurrent logged-in agents.

B. Treat the CTI port pairs as agents and include all configured ports in the count. Use 400 as the agent total.

C. Include the 350 agents with their full BHCA, and use the CTI port section to add the additional 100 ports with a BHCA of zero.

D. Include an average of the agent and port count as 375 agents.

Correct Answer: C

QUESTION 3

Which table name is not used as part of the Cisco Unified Contact Center Enterprise 8.0(x) 15-minute reporting model?

A. Agent_Interval

B. Agent_Skill_Group_Interval

C. Call_Type_SG_Interval

D. Dialer_Interval

E. Router_Interval

Correct Answer: E

QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, which agent-initiated transfer method is not supported?

A. blind transfer to another agent

B. consult transfer to another agent

C. consult transfer to a skill group or queue

D. hookflash transfer to the Cisco Unified IP IVR

Correct Answer: D

QUESTION 5

When using the Cisco Unified IP IVR in a Cisco Unified Contact Center Enterprise solution, what are three best practices to improve the availability of the solution? (Choose three.)

A. Add multiple duplex or redundant Cisco Unified IP IVRs to create a Cisco Unified IP IVR cluster.

B. Use the Cisco Unified IP IVR high-availability option.

C. Use the Cisco Unified Communications Manager call forwarding features on CTI route points and devices associated with the Cisco Unified IP IVR.

D. Use Cisco Unified Contact Center Enterprise scripting to control call delivery to Cisco Unified IP IVRs based on available ports or peripheral status.

E. Use default labels in the Cisco Unified Contact Center Enterprise routing scripts.

F. Use default scripts in the Cisco Unified IP IVR.

Correct Answer: CDF