642-241^Q&As

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

In a Cisco Unified Contact Center Enterprise 7.5(1) design, the customer requires that its agents be able to have personal lines (DID) as well as their agent extensions. Using the Cisco Unified Communications Manager 6.1(1) partition feature, how should the following agent phone be configured?

Agent ACD linE. 4000 (DN)

Agent DID linE. 5000 (personal line)

Partition: Personal Allow personal calls

Partition: ACDDN Allow Cisco Unified Contact Center Enterprise calls only

A. Line 1: 4000 Partition Personal, Line 2: 4000 Partition ACDDN

B. Line 1: 4000 Partition ACDDN, Line 2: 5000 Partition Personal

C. Line 1: 4000 Partition ACDDN, Line 2: 4000 Partition Personal

D. Line 1: 5000 Partition ACDDN, Line 2: 5000 Partition Personal

Correct Answer: B

QUESTION 2

Which three features or functionalities does Cisco Unified Communications Manager provide for the Cisco Unified Contact Center Enterprise solution? (Choose three.)

A. call routing from PSTN gateway to agents

B. CTI data on Cisco Agent Desktop screen pop

C. call routing from PSTN gateway to Cisco Unified IP IVR

D. agent, supervisor, and team configuration

E. Cisco Extension Mobility for agents

F. hunt groups and pickup groups for Cisco Unified Contact Center Enterprise

Correct Answer: ACE

QUESTION 3

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 4

Where in the Cisco Unified ICM Logger database are call queuing statistics captured and reported when calls are queued in Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR?

A. Call Type tables

B. Skill Group tables

C. Route Call Detail table

D. Call Termination Detail table

Correct Answer: A

QUESTION 5

The process of sending pre-call data about a call to a targeted site in the Cisco Unified Contact Center Enterprise solution is known as which of these terms?

A. pre-routing

B. post-routing

C. translation routing

D. event-based routing

E. service control routing

Correct Answer: C

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