Vendor: Cisco

Exam Code:642-241

Exam Name: Unified Contact Center Enterprise
Design (UCCED)

Version: Demo

QUESTION 1

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

QUESTION 2

A Cisco Unified Contact Center Enterprise solution is designed with geographic redundancy for the central controllers (with separate call routers and loggers). If Call Router Side A has device majority and its Ethernet private network NIC fails, which two events will occur? (Choose two.)

A. The Call Router Side B will stay active, while the Call Router Side A will go idle.

B. The Call Router Side A will stay active, while Call Router Side B will go idle.

C. There is no ability to make configuration changes nor write any historical data to Logger A from Call Router A.

D. Both sides will go active.

E. The system will operate as it did prior to failure.

Correct Answer: BC

QUESTION 3

What role does Cisco Unified Communications Manager play in the Cisco Unified Contact Center Enterprise solution?

A. automatic call distribution

B. integrated call distribution

C. interactive voice response system

D. call switching to agent and Cisco Unified IP IVR

Correct Answer: D

QUESTION 4

What are the two primary factors affecting bandwidth sizing between a Cisco Unified Intelligence Center (CUIC) Server and a CUIC client? (Choose two.)

A. number of historical reports the user is running concurrently

B. number of concurrent agents displayed on real--time reports

C. number of rows returned for historical reports in CUIC

D. number of real--time reports the user is running concurrently

E. total ECC in bytes

Correct Answer: AD

QUESTION 5

Which Cisco Unified ICM Administrative Server type does not require Microsoft SQL Server to be installed on the physical server?

A. Administrative Server with Real Time Data

B. Administration Client

C. Historical Data Server with Detail Data Server

D. Administrative Server with Historical Data Server

E. Configuration Only Administrative Server

Correct Answer: B

QUESTION 6

When a Cisco Unified Contact Center Enterprise agent transfers a call to another agent on a different Cisco Unified Communications Manager cluster, what is the impact if the agent dials the phone number of the second agent directly to perform the transfer?

A. The second agent will not get screen pop data about the call.

B. The second agent will not be able to perform a secondary transfer of the call.

C. The caller will not hear queue music during the transfer.

D. The different call leg records will be linked in the Cisco Unified Contact Center Enterprise database Termination Call Detail Variable Table.

Correct Answer: A

QUESTION 7

Which of these statements must be true to provide silent monitoring for Cisco Unified Contact Center Enterprise 8.0(x) mobile agents?

A. A mobile agent PC must be connected to the local phone at the agent location.

B. The inbound call and the mobile agent remote call leg must not be placed using the same voice gateway.

C. The local CTI port must have MOH enabled in Cisco Unified Communications Manager.

D. The agent must be configured as "nailed up" and not "call-by-call."

E. The supervisor must be configured as both an agent and a mobile agent.

Correct Answer: B

QUESTION 8

Which tool is used in Cisco Unified ICM to develop call flows for the Cisco Unified Contact Center Enterprise solution?

A. Router Log Viewer

B. Call Tracer

C. Script Editor

D. Config Manager

E. Applications Editor

Correct Answer: C

QUESTION 9

Which two of these are not parts of the Cisco Unified Communications Manager Release 6.1(1) device pool configuration? (Choose two.)

A. primary Cisco Unified Communications Manager group

B. SRST reference

C. region

D. SIP trunk

E. Media Resource Group List

Correct Answer: AD

QUESTION 10

When deploying the Cisco Unified Contact Center Enterprise on Cisco Unified Computing System B- Series hardware, which two statements are true? (Choose two.)

A. Oversubscription of virtual CPU or memory is not supported.

B. Cisco Unified Contact Center Enterprise clustering over the WAN is not supported in the Cisco Unified Computing System B-Series.

C. Cisco Unified Computing System B-Series supports both VMware ESX and ESXi virtualization software.

D. VMware images must boot from the SAN and store all data on the SAN.

Correct Answer: AD

QUESTION 11

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 12

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