

ISLEVER

642-241

Unified Contact Center Enterprise Design
(UCCED)

DEMO

<https://www.islever.com/642-241.html>

<https://www.islever.com/cisco.html>

For the most up-to-date exam questions and materials, we recommend visiting our website, where you can access the latest content and resources.

Topic 1, Volume A

QUESTION NO: 1

Which two of these are sizing considerations for an MR Peripheral gateway for the Cisco Unified Contact Center Enterprise solution 7.5? (Choose two)

- A.** An MR Peripheral gateway can support up to 40 calls per second across the peripheral interface Managers (PIMs) co-loaded in the same MCS 7645 class server.
- B.** An MR Peripheral gateway can support up to 80 Peripheral interface Managers (PIMs) 7845 class server.
- C.** An MR peripheral Gateway can support up to 9999 sessions or ports across all the Peripheral Interface Managers (PIMs) co-loaded on the same MCS 7845 class server.
- D.** An MR Peripheral Gateway can support a Mix of Sever Control Interface (SCI) and Call Routing Interface (CRI) across the Peripheral Interface Managers (PIMs) co-loaded on the same MCS class server.

Answer: B,D

Explanation:

QUESTION NO: 2

All of these statement correctly describe the role of voice Gateway on Cisco Unified Contact Center Enterprise deployment except which one?

- A.** When calls arrive from the PSTN to Cisco H.323 gateways and are sent to Cisco Unified IP MR for prompt and collect the internet MTP Resources Must be allocated in deployments.
- B.** Cisco Voice Gateway can communicate with Cisco Unified Communications Manager using SIP, H.323, or MGCP.
- C.** Cisco voice gateway uses multiple protocols (SIP, H.323), each protocol requires its own dedicated DSP resources.
- D.** Cisco voice Gateways can be used to help integrate traditional ACD's into a Cisco Unified Contact Center Enterprise environment by implementing TDM connection between gateways and ACDs.

Answer: D

Explanation:

QUESTION NO: 3

Which one of the following types of traffic from the PG to the central controllers is considered high priority in the Cisco Unified Contact Center Enterprise solution?

- A. Configuration requests.
- B. Group data
- C. Routing and DMP control traffic
- D. Real Time Monitoring

Answer: C

Explanation:

QUESTION NO: 4

When using agent targeting rules in Cisco Unified Contact Center Enterprise 61.0, which statement is true?

- A. Agent device targets must be created for each phone that is used by an agent.
- B. Agent labels must be created for each routing client that can route calls to an agent.
- C. Agent extensions can be defined as a range, without having to build device target.
- D. Agent targeting rules are not allowed with translation routes.

Answer: D

Explanation:

QUESTION NO: 5

In the Cisco Unified Contact Center Enterprise solution, which CTI option is required to support an integration to the drive Siebel agent workflows and provide data to the Siebel application?

- A. Cisco Unified Contact Center Enterprise Cisco Agent Desktop with optional keystroke macro integration.
- B. Cisco Unified Contact Center Enterprise CTI Object Server with the Siebel CRM Connector.
- C. Cisco Unified Contact Center Enterprise Cisco Agent Desktop Browser Edition with Siebel using the embedded browser options.
- D. Either Cisco Unified Contact Center Enterprise Cisco Agent Desktop or CTI Object Server.
- E. Either Cisco Unified Contact Center Enterprise Cisco Agent Desktop or Cisco Agent Desktop Browser Edition.

Answer: B

Explanation:

QUESTION NO: 6

In the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model, which WAN configuration is not supported?

- A.** Three Wan sinks: one private network connection and two visible networks (Highly available) which do not fail over to the private network.
- B.** Two WAN links: one private network connection and one visible network that is allowed to fail over the private network if the visible network fails.
- C.** One WAN link All traffic is converged on a single MPLS network by using appropriate QoS markings and settings to ensure latency and bandwidth requirements.
- D.** One MAN link or SONET link: all traffic is converted on a single sonnet ring network that is designed to automatically route if there is a link failure in one direction.

Answer: A

Explanation:

QUESTION NO: 7

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

- A.** Call types tabels
- B.** Skill group tables
- C.** Route call detail table
- D.** Call Termination Detail Table

Answer: C

Explanation:

QUESTION NO: 8

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

- A.** Over subscription of virtual CPU or memory is not supported.
- B.** Cisco Unified Contact Center Enterprise clustering over the WAN is not supported in the Cisco