

642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

Pass Cisco 642-241 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

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

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



QUESTION 1

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 2

Which item is not a factor in determining bandwidth requirements for the visible network connection between the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway and the call router?

- A. busy hour call attempts
- B. number of skill groups per agent
- C. number of agents
- D. number of call types
- E. number of call and ECC variables

Correct Answer: D

QUESTION 3

As part of the Cisco Unified Contact Center Enterprise 8.0 solution, how is the Cisco Unified Intelligence Center 8.0(x) deployed?

- A. co-loaded on an administrative server just like WebView was in prior versions
- B. on a dedicated appliance server running the Cisco Voice Operating System
- C. on a dedicated appliance server running Microsoft Windows 2003 Server
- D. on a Cisco Unified Computing System B-Series VMware image with one virtual CPU and 8 GB of RAM

Correct Answer: B

QUESTION 4

When using the Cisco Unified Contact Center Enterprise Outbound Option 8.0 SIP Dialer without the

- A. 722 codec, where is transcoding required in the solution?
- B. When transferring the live contact to a G.729 agent across the WAN, transcoding is required in the outbound voice gateway.
- C. When performing the initial Call Progress Analysis of the outbound contact in the voice gateway, the call must be transcoded to G.711 locally.
- D. When transferring the contact to a G.729 Cisco Unified IP IVR across the WAN, transcoding is required in the outbound voice gateway.
- E. No transcoding is required, because the call leg from the outbound gateway will automatically be set up to the correct codec for the target device.

Correct Answer: D

QUESTION 5

Which two of these are sizing considerations for an IVR Peripheral Gateway for the Cisco Unified Contact Center Enterprise solution 7.5(x)? (Choose two.)

- A. An IVR Peripheral Gateway can support up to 40 calls per second across all the Peripheral Interface Managers (PIMs) co-loaded on the same MCS 7845 class server.
- B. An IVR Peripheral Gateway can support up to 80 Peripheral Interface Managers (PIMs) co-loaded on the same MCS 7845 class server.
- C. An IVR Peripheral Gateway can support up to 9,999 sessions or ports across all the Peripheral Interface Managers (PIMs) co-loaded on the same MCS 7845 class server.
- D. An IVR Peripheral Gateway can support a mix of Service Control Interface (SCI) and Call Routing Interface (CRI) across all the Peripheral Interface Managers (PIMs) co-loaded on the same MCS 7845 class server.

Correct Answer: AD

QUESTION 6

Cisco provides a set of sizing tables in the Cisco Unified Contact Center Enterprise 8.0(x) Design Guide (SRND). These tables show the private network bandwidth that is required for the clustering over the WAN deployment model. Using these tables, how much bandwidth is required to support the following configuration:

BHCA coming into the contact center is 10,000.

One hundred percent of calls are treated by the Cisco Unified IP IVR, and 40 percent are queued. All calls are sent to agents unless they are abandoned; 10 percent of calls to agents are transfers or conferences. Four Cisco Unified IP IVRs

are used to treat and queue the calls, with one Peripheral Gateway pair supporting them.

There is one Cisco Unified Communications Manager Peripheral Gateway pair for a total of 900 agents. Calls have ten 40-byte call variables and ten 40-byte ECC variables.

- A. Recommended Link: 330,000 with a Recommended Queue of 264,000
- B. Recommended Link: 1,275,000 with a Recommended Queue of 999,000
- C. Recommended Link: 2,550,000 with a Recommended Queue of 1,998,000
- D. Recommended Link: 5,100,000 with a Recommended Queue of 3,996,000

Correct Answer: C

QUESTION 7

When sizing the Cisco Unified Communications Manager cluster in a Cisco Unified Contact Center Enterprise solution with the Cisco Unified IP IVR, which factor must be taken into account?

- A. the number of dialed numbers configured in the Cisco Unified Contact Center Enterprise Call Router
- B. the maximum number of concurrent calls in progress in the Cisco Unified IP IVR, serviced by CTI ports
- C. the number of Run VRU script nodes executed by the Cisco Unified Contact Center Enterprise routing script once the call is terminated in the Cisco Unified IP IVR
- D. the total number of CTI route points, CTI ports, and BHCAs associated with the Cisco Unified IP IVR
- E. the maximum number of concurrent agents in the Cisco Unified Contact Center Enterprise system

Correct Answer: D

QUESTION 8

All of these statements correctly describe the role of voice gateways in Cisco Unified Contact Center Enterprise deployments except which one?

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

Correct Answer: C

QUESTION 9

Cisco provides a VRU Peripheral Gateway to the Central Controller Bandwidth Calculator spreadsheet tool. What is the purpose of this tool?

- A. to size the visible network that is required between the Peripheral Gateway and the call router
- B. to size the private network that is required between the Peripheral Gateway Side A and B
- C. to size the visible network that is required between the Peripheral Gateway and the Cisco Unified Communications Manager cluster
- D. to size the private network that is required between call routers A and B for this specific Peripheral Gateway traffic flow

Correct Answer: A

QUESTION 10

When using the Cisco Unified Contact Center Enterprise 8.0(x) Multi-Line ACD feature, which configuration item is not supported in the Cisco Unified Communications Manager?

- A. Busy triggers on each line must be set to one.
- B. Maximum number of calls on each line must be set to two.
- C. Agent ACD line can be a shared line.
- D. Lines can be configured to forward calls to other lines on the phone.

Correct Answer: C

QUESTION 11

During a normal call flow in the Cisco Unified Contact Center Enterprise solution, how long is the agent phone engaged?

- A. from the point that the agent answers to the point that the agent is ready
- B. from the transfer to IVR to the point that the agent hangs up
- C. from the call arrival to the point that the agent hangs up
- D. from the point that the agent answers to the point that the agent hangs up

Correct Answer: D

QUESTION 12

Which two functions are provided by the Cisco Unified Contact Center Enterprise Cisco Agent and Supervisor Desktop software? (Choose two.)

- A. A supervisor can start recording of an agent call on demand.
- B. Agents can log in from Cisco IP phones.
- C. A supervisor can reskill an agent using a task button.
- D. Agents can change their passwords.

Correct Answer: AB

QUESTION 13

Erlang calculations are used to size contact center resources. Which two types of resources are sized by using Erlang-B? (Choose two.)

- A. agents
- B. IVR ports
- C. PSTN gateway trunks
- D. MTP resources

Correct Answer: BC

QUESTION 14

With the Cisco Unified Contact Center Enterprise Outbound Option 8.0, how many dialer ports are supported per SIP Dialer?

- A. 96
- B. 192
- C. 1500
- D. 3000

Correct Answer: C

QUESTION 15

What is the impact of routing a call to a non-agent phone in the Cisco Unified Contact Center Enterprise solution?

- A. The call cannot be transferred or conferenced back to an agent.
- B. Cisco Unified Contact Center Enterprise reports the call as abandoned in the skill group.

- C. Cisco Unified Contact Center Enterprise no longer tracks the call for reporting.
- D. Cisco Unified Contact Center Enterprise does not record the transfer number dialed.

Correct Answer: C

[Latest 642-241 Dumps](#)

[642-241 Study Guide](#)

[642-241 Exam Questions](#)