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Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which setup is correct when you configure Cisco UCS B-Series VICs (M81KR/12xx VICs) for Cisco Unified Contact Center Enterprise on Cisco UCS B-Series deployments?

A. Enable Fabric Failover as an extra redundancy measure so that traffic from the UCS B-Series blade has the HA paths. (Both FI-A and FI-B paths are used in a failover scheme.)

B. Disable the Fabric Failover option.

C. Disregard this option because either mode is fine with Cisco Unified CCE on UCS B-Series deployments.

D. Enable this Fabric Failover when the connected upstream network is operating in a Common Layer 2 domain.

E. Disable this Fabric Failover when the connected upstream network is operating in a Disjointed Layer 2 domain.

Correct Answer: B

QUESTION 2

Which three statements about the high availability of Cisco Unified Intelligent Contact Management central controller are valid? (Choose three.)

A. If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM 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 Customer Voice Portal are disconnected, but all new calls are processed successfully.

C. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side A.

D. If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.

E. There is no impact on call processing during a Cisco Unified ICM Logger failure.

F. If the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.

G. If ICM Logger side B fails, the ICM Router side B cannot send real-time and historical info to logger side A.

Correct Answer: AEF

QUESTION 3

The JTAPI communications between the Cisco Unified Communication Manager cluster and Cisco Unified Contact Center Enterprise include three distinct types of messaging. Which two options are those messages? (Choose two.)

A. device and call monitoring

B. SIP call control messages

C. service control

D. single sign-on messages

E. routing control (Cisco Unified CM cluster request instructions from Cisco Unified CCE)

Correct Answer: AE

QUESTION 4

To maintain end-to-end reporting context, when an agent transfers a call to another ICM Skill Group, to which Cisco Unified Communications Manager configuration object should the call be transferred?

A. route pattern

B. agent IP phone

C. CTI route point

D. translation pattern

E. translation route

Correct Answer: C

QUESTION 5

In a Cisco Unified Contact Center Enterprise deployment, which two options are the roles of the Administration and Data Servers? (Choose two.)

A. administration server

B. real-time data server

C. analytical server

D. recording server

E. static server

F. performance server

Correct Answer: AB

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