# 642-241<sup>Q&As</sup>

Unified Contact Center Enterprise Design (UCCED)

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**QUESTION 1**

What is the impact of using a Call Type node in a routing script for the Cisco Unified Contact Center Enterprise system?

A. The call type is changed and maintains the old data in the original call type.

B. The call is reset to the new call type, like a new call with all counters reset to zero.

C. There is no impact, the call type is only used for the initial script selection process.

D. The call is reclassified and the system picks a new routing script based on the call type.

Correct Answer: A

**QUESTION 2**

Which Cisco Unified Communications Manager feature is not supported as part of the Multi-Line ACD feature of the Cisco Unified Contact Center Enterprise 8.0(x)?

A. Join Across Lines and Direct Transfer Across Lines

B. Swap and Cancel

C. Logical Partition

D. Call Park and Pickup

Correct Answer: D

**QUESTION 3**

Which tool is used to create the Cisco organization unit structure in Cisco Unified Contact Center Enterprise 7.0(x) and 7.1(x)?

A. Cisco Unified ICM Setup tool

B. ConfigManager tool

C. Cisco Domain Manager tool

D. Microsoft native domain tools can be used directly for creating these organizational units

Correct Answer: C

**QUESTION 4**

Which two Cisco Unified Contact Center Enterprise CTI solutions support silent monitoring of agent calls using desktop monitoring rather than VoIP Monitor servers? (Choose two.)

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A. Cisco Unified Contact Center Enterprise CTI Object Server Agent Desktop

B. Cisco Unified Contact Center Enterprise Cisco Agent Desktop

C. Cisco Unified Contact Center Enterprise Siebel CRM Connector

D. Cisco Unified Contact Center Enterprise Cisco Agent Desktop Browser Edition

Correct Answer: AB

QUESTION 5

When is a call type assigned to a call in the Cisco Unified Contact Center Enterprise system?

A. when the call is routed to an agent

B. when the call is first post-routed from Cisco Unified Communications Manager

C. when the call terminates and data is written to the Cisco TCD table

D. when a call-routing script hits the first Queue to Skill Group node

Correct Answer: B

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