642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

When using agent targeting rules in Cisco Unified Contact Center Enterprise 8.0(x), 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 each device target.

D. Agent targeting rules are not allowed with translation routes.

Correct Answer: C

QUESTION 2

In a Cisco Unified Contact Center Enterprise design, the customer wants to use Session Initiation Protocol calls from its voice network carrier. Which design consideration is true for this solution?

A. All agent phones must be configured as Session Initiation Protocol phones.

B. Cisco Unified Border Element must be included for Session Initiation Protocol message normalization and management.

C. Cisco Unified IP IVR must be configured for G.711 voice calls only.

D. Additional digital signal processor resources are required in the design for Session Initiation Protocol calls.

Correct Answer: B

QUESTION 3

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 4

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

A. from the call arrival to the point that the agent answers

B. from the transfer to IVR to the point that the agent hangs up

C. from the transfer to IVR to the point that the agent answers

D. from the call arrival to the point that the agent is ready

Correct Answer: C

QUESTION 5

Which protocol does the Cisco Unified ICM use to interface with the Cisco Unified Communications Manager in the Cisco Unified Contact Center Enterprise solution?

A. AXL

B. SIP

C. H.323

D. JTAPI

E. SOAP

Correct Answer: D

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