VCE & PDF
GeekCert.com

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.geekcert.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

Cisco provides a web-based Cisco Unified Communications Sizing Tool as well as a Cisco Unified Communications Manager Capacity Tool. Which statement best identifies the differences between these two tools?
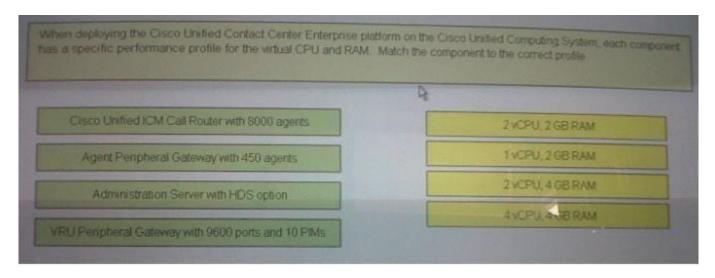
A. The Cisco Unified Communications Sizing Tool provides Cisco Unified Communications Manager cluster sizing guidance.

B. The Cisco Unified Communications Manager Capacity Tool includes sizing factors for the Cisco Unified Contact Center Enterprise such as outbound dialer ports and mobile agents.

C. The Cisco Unified Communications Sizing Tool provides hardware recommendations for both Cisco Unified Communications Manager and Cisco Unified Contact Center Enterprise.

D. The Cisco Unified Communications Manager Capacity Tool allows for growth factors to size the system.

Correct Answer: C

QUESTION 2

When deploying the Cisco unified Contact center enterprise platform on the Cisco Unified Computing System, each component has a specific performance profile for the virtual CPU and RAM. Match the component to the correct profile.
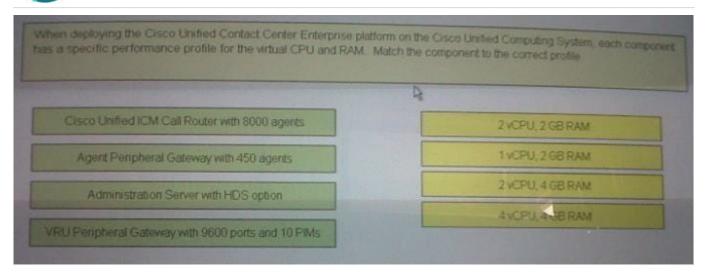
Select and Place:

Select and Place:

When deploying the Cisco Unified Contact Center Enterprise platform on the Cisco Unified Computing System, each component has a specific performance profile for the virtual CPU and RAM. Match the component to the correct profile

Cisco Unified ICM Call Router with 8000 agents	2 vCPU, 2 GB RAM
Agent Peripheral Gateway with 450 agents	1 vCPU, 2 GB RAM
Administration Server with HDS option	2 vCPU, 4 GB RAM
VRU Peripheral Gateway with 9600 ports and 10 PIMs	4 vCPU, 4 GB RAM

Correct Answer:

When deploying the Cisco Unified Contact Center Enterprise platform on the Cisco Unified Computing System, each component has a specific performance profile for the virtual CPU and RAM. Match the component to the correct profile

	Administration Server with HDS option
	Agent Peripheral Gateway with 450 agents
	Cisco Unified ICM Call Router with 8000 agents
	VRU Peripheral Gateway with 9600 ports and 10 PIMs

QUESTION 3

Which two statements are Cisco Best Practices when enabling CTI Manager on a Cisco Unified Communications Manager Server? (Choose two.)

A. CTI Manager must be enabled on the Cisco Unified CallManager publisher to allow CTI applications access to the publisher database.

B. CTI applications should be load-balanced across all CTI Managers in a cluster.

C. All phones on the Cisco Unified Communications Manager cluster should be associated with CTI Manager to allow calls to be sent to the phones.

D. CTI Manager should only be enabled on call-processing subscribers.

Correct Answer: BD

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

In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement is true about the Cisco Unified Communications Manager Peripheral Gateway duplex pair?

A. Each side of the Peripheral Gateway pair (side A and side B) must be configured to point to a local and a remote CTI Manager across the WAN from the PG location.

B. The PG private network may be shared with any other private connections--PGs or Call Routers/ Loggers.

C. The PG may use the highly available WAN connection between the sites (visible network) for all traffic-- visible and private.

D. The PGs must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

Correct Answer: B

[642-241 PDF Dumps](#)   [642-241 VCE Dumps](#)   [642-241 Study Guide](#)