



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

Which three of these features are supported by the Cisco Unified Contact Center Enterprise Cisco Unified IP Phone Agent? (Choose three.)

- A. silent monitoring
- B. call recording
- C. Cisco Agent Desktop automated workflows
- D. Cisco Agent Desktop supervisor agent reskilling
- E. call center statistics

Correct Answer: ABE

QUESTION 2

In the Cisco Unified Contact Center Enterprise Outbound Option 8.0 SIP Dialer, where does the answering machine detection happen?

- A. in the dialer process on the Peripheral Gateway
- B. in the Media Routing Peripheral Gateway for the dialer
- C. in the Cisco Voice Gateway by using digital signal processing (DSP) resources
- D. in the campaign manager on the Logger A server

Correct Answer: C

QUESTION 3

What is the recommended way to configure redundant Cisco Unified Communications Manager subscribers for Cisco IP phone registration in a single cluster for the Cisco Unified Contact Center Enterprise solution?

- A. add a redundant device pool to the Cisco Unified CallManager Group configuration
- B. add a second TFTP server to the cluster
- C. add an additional Cisco Unified Communications Manager subscriber to the Cisco Unified Communications Manager Group defined in Device pool of the Cisco IP Phone
- D. use an SRST reference in the device pool

Correct Answer: C

QUESTION 4



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

QUESTION 5

Which three of these statements about QoS in a Cisco Unified Intelligent Contact Management (ICM) solution are correct? (Choose three.)

- A. In a Cisco Unified Intelligent Contact Management network, if the traffic is marked in the ICM, QoS trust needs to be enabled on access-layer routers and switches.
- B. The high priority queue for the Private Network should be granted 90 percent of total available bandwidth.
- C. The high priority queue for the Private Network should be granted 75 percent of total available bandwidth.
- D. The high priority queue for the Private Network should be granted 65 percent of total available bandwidth.
- E. Traffic marking in Cisco Unified Intelligent Contact Management means that configuring separate private high and private medium/low sets of IP addresses is no longer necessary, because the ICM tags the priority of the packets correctly.

Correct Answer: ABE

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