



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

Unified Contact Center Enterprise Design (UCCED)

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### QUESTION 1

In the Cisco Unified Contact Center Enterprise solution, which two agent CTI desktop options support Transport Layer Security? (Choose two.)

- A. Cisco Agent Desktop
- B. CTI OS Agent Desktop using Java CIL
- C. CTI OS Agent Desktop using C++ CIL
- D. CTI OS Agent Desktop using .NET CIL

Correct Answer: AC

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### QUESTION 2

When using the Cisco Unified Outbound Option SIP Dialer 8.0(x), which statement is untrue?

- A. Call progress analysis is performed in the Cisco IOS Voice Gateway, not the dialer.
- B. Mobile agents must use the nailed-up connection option.
- C. SIP Phones must be configured in Cisco Unified Communications Manager for each dialer port.
- D. No physical reservation call is used to reserve the agent for the outbound contact.

Correct Answer: C

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### QUESTION 3

Which two statements are correct about Cisco Unified Communications Manager CAC? (Choose two.)

- A. Regions define the maximum bandwidth allowed per call.
- B. Locations define the maximum bandwidth allowed per all calls to and from locations.
- C. Locations define the maximum bandwidth allowed per call.
- D. Regions define the maximum bandwidth allowed per all calls to and from locations.

Correct Answer: AB

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### QUESTION 4

A Cisco Unified Contact Center Enterprise system is designed with geographic redundancy for the central controllers (with separate call routers and loggers). At the Side A location, there are Call Router A, Logger A, and a duplex pair of peripheral gateways (PG1A/PG1B). At the Side B location, there are Call Router B, Logger B, and a duplex pair of



peripheral gateways (PG2A/PG2B). The visible network WAN between the two sites goes down while the private network is

operational.

Which of these is true?

- A. The peripheral gateway pair at the Side A site (PG1A/PG1B) is unavailable.
- B. The Side A call router becomes active and the peripheral gateway pair at the Side B site (PG2A/PG2B) becomes unavailable.
- C. Both pairs of peripheral gateways at both sites stay active and Call Router B takes control.
- D. Both pairs of peripheral gateways stay active at both sites because both call routers are still communicating through the private connection and remain functional.

Correct Answer: D

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#### QUESTION 5

Which two Cisco Unified Contact Center Enterprise components impact visible network WAN bandwidth sizing to the central controllers? (Choose two.)

- A. number and type of remote administrative data servers
- B. number of dialed numbers in the Cisco Unified Contact Center Enterprise that is configured for remote Cisco Voice Gateways
- C. size and number of Cisco Unified Contact Center ECC variables that are passed to remote CTI OS agent desktops for screen pop
- D. number and type of configured Cisco Unified Contact Center Enterprise agents

Correct Answer: AC

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