



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

Unified Contact Center Enterprise Design (UCCED)

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### QUESTION 1

Where in the Cisco Unified ICM Logger database are call queuing statistics captured and reported when calls are queued in Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR?

- A. Call Type tables
- B. Skill Group tables
- C. Route Call Detail table
- D. Call Termination Detail table

Correct Answer: A

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### QUESTION 2

In the Cisco Unified Contact Center Enterprise 8.0(x) Multi-Line ACD feature, how many total lines can the CTI Desktop monitor on the Cisco Unified IP phone?

- A. two: one ACD and one personal lines
- B. threeE. two ACD and one personal lines
- C. threeE. one ACD and two personal lines
- D. four: one ACD and three personal lines
- E. four: two ACD and two personal lines
- F. fiveE. one ACD and four personal lines
- G. fiveE. two ACD and three personal lines

Correct Answer: D

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### QUESTION 3

In the Cisco Unified Contact Center Enterprise 8.0(x) solution, historical interval reports can be generated in either 15-minute or 30-minute intervals. Which statement is true?

- A. The Cisco ICM database schema contains half-hour tables, but they are no longer populated unless the 30-minute interval option is used.
- B. The Cisco ICM database schema was updated to include new quarter-hour tables, which are only populated when the 15-minute interval option is used.
- C. The Cisco ICM database schema was updated to include new interval tables, which are populated for both 30-minute or 15-minute data, but the original half-hour tables are not populated.
- D. All peripherals in the Cisco Unified Contact Center Enterprise must use the same interval-reporting method, either



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30-minute or 15-minute.

Correct Answer: C

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#### QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, what is considered "Agent Handle Time"?

- A. the time that the agent spent talking to the caller, including any hold time during the call
- B. the time that the agent spent talking plus any wrap-up time that is associated with the call, including any hold time during the call
- C. the time that the agent spent talking to the caller plus the queue time for the call and any wrap-up time
- D. the time that the agent spent talking to the caller plus any network time that was used during ringing, call transfers, and holds during the call

Correct Answer: B

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#### QUESTION 5

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

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