



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

Unified Contact Center Enterprise Design (UCCED)

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### QUESTION 1

When using the Cisco Unified Communications Manager Extension Mobility feature with Cisco Unified Contact Center Enterprise, which two are the correct sequences for agent login and logout? (Choose two.)

- A. Log in to Extension Mobility and Cisco Agent Desktop at the same time.
- B. Log out of Extension Mobility followed by Cisco Agent Desktop.
- C. Log in to Extension Mobility followed by Cisco Agent Desktop.
- D. Log out of Cisco Agent Desktop followed by Extension Mobility.
- E. Log in to Cisco Agent Desktop followed by Extension Mobility.
- F. Log out of Extension Mobility and Cisco Agent Desktop at the same time.

Correct Answer: CD

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### QUESTION 2

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

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### QUESTION 3

The Cisco Unified IP IVR and Intelligent Contact Management components of the Cisco Unified Contact Center Enterprise solution cannot perform which function?

- A. reporting with Cisco Unified Intelligence Center
- B. providing CTI desktop functionality for agent state control
- C. providing call-routing functionality based on real-time conditions
- D. instructing queue points to play specific messages to callers
- E. providing conference bridge for agent and supervisor calls

Correct Answer: E

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#### QUESTION 4

Cisco provides a CTI OS Bandwidth Calculator spreadsheet tool. What is the purpose of this tool?

- A. to size the visible network that is required between the CTI OS server and the call router
- B. to size the visible network that is required between the CTI OS server and the remote agent CTI OS desktops
- C. to size the visible network that is required between the CTI OS server and the Peripheral Gateway
- D. to size the private network that is required between the two CTI OS servers

Correct Answer: B

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#### QUESTION 5

The process of sending pre-call data about a call to a targeted site in the Cisco Unified Contact Center Enterprise solution is known as which of these terms?

- A. pre-routing
- B. post-routing
- C. translation routing
- D. event-based routing
- E. service control routing

Correct Answer: C

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