



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

In the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model, which WAN configuration is not supported?

- A. Three WAN links: One private network connection and two visible networks (highly available) which do not fail over to the private network.
- B. Two WAN links: One private network connection and one visible network that is allowed to fail over to the private network if the visible network fails.
- C. One WAN link: All traffic is converged on a single MPLS network by using appropriate QoS markings and settings to ensure latency and bandwidth requirements.
- D. One MAN or SONET link: All traffic is converted on a single SONET ring network that is designed to automatically reroute if there is a link failure in one direction.

Correct Answer: D

QUESTION 2

In a Cisco Unified Contact Center Enterprise customer design, there is a remote PSTN voice gateway with a single T1 in a G.729 region. Calls will cross the WAN to reach one of 14 agents using G.729 Cisco IP phones or be queued in one of 10 available Cisco Unified IP IVR ports (configured for

- A. 711). Which is the correct quantity and type of resource to support these calls in this configuration?
- B. 24 conference bridges
- C. 24 hardware transcoders
- D. 10 hardware transcoders
- E. 10 conference bridges

Correct Answer: C

QUESTION 3

In a Cisco Unified Contact Center Enterprise deployment in which the agents are configured to "auto answer" calls in their agent desk settings, which behavior is expected of the system?

- A. As soon as the agent hangs up the phone, the next queued call will be sent to the agent regardless of any timed after call work or wrap-up code entry requirement.
- B. If a timed after call work value is set for the system, the system will wait for this timer to expire before sending another call to the agent unless the agent state is changed manually to Available before the timer expires.
- C. The system will wait for the agent to enter any required wrap-up code before sending the next queued call to the agent.



D. As soon as the agent hangs up the phone, the agent can change state to Not Ready to prevent being reserved for the next queued call.

Correct Answer: B

QUESTION 4

Which of the following statements is not correct regarding QoS and prioritization for traffic in a Cisco Unified Contact Center Enterprise deployment?

- A. QoS is only required when a customer does not have sufficient bandwidth to handle the Cisco Unified Contact Center Enterprise traffic.
- B. A network that is not prioritized correctly almost always has heartbeat timeouts or heartbeat problems.
- C. Large packets in a slow network can cause delay that results in the loss of one or more UDP heartbeats or TCP keepalive messages.

Correct Answer: A

QUESTION 5

In the Cisco Unified Contact Center Enterprise solution, the Cisco ICM Node Manager process operates on all the Cisco ICM servers with the exception of which component?

- A. Cisco ICM Administration Client
- B. Cisco ICM Call Router
- C. Cisco ICM Logger
- D. Cisco ICM Peripheral Gateway

Correct Answer: A

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