



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

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 2

Drag and drop the ICM Network Requirement to the appropriate value or setting

Select and Place:

| ICM Network Requirement | Value or Setting |
|--|------------------|
| ICM Public Network High Priority Maximum Network Latency (ms) | 100 ms |
| ICM Public Network High Priority QoS DSCP Marking | 200 ms |
| ICM Public Network Low Priority QoS DSCP Marking | 1000 ms |
| ICM Private Network High Priority Maximum Network Latency (ms) | AF11 |
| ICM Private Network Medium Priority Maximum Network Latency (ms) | AF31 |

Correct Answer:



Drag and drop the ICM Network Requirement to the appropriate value or setting.

| | |
|--|--|
| | ICM Private Network High Priority Maximum Network Latency (ms) |
| | ICM Public Network High Priority Maximum Network Latency (ms) |
| | ICM Private Network Medium Priority Maximum Network Latency (ms) |
| | ICM Public Network Low Priority QoS DSCP Marking |
| | ICM Public Network High Priority QoS DSCP Marking |

QUESTION 3

In the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model, which two statements are true? (Choose two.)

- A. Each subscriber in the Cisco Unified Communications Manager cluster must have its own Peripheral Gateway configured locally to avoid JTAPI communication across the WAN.
- B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.
- C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP phone connections if they are using the Cisco Agent Desktop.
- D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.
- E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Correct Answer: BE

QUESTION 4

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

QUESTION 5

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 30-minute or 15-minute.

Correct Answer: C

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