



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

In the Cisco Unified Contact Center Enterprise Outbound Option 8.0 SIP Dialer, where does the answering machine detection happen?

- A. in the dialer process on the Peripheral Gateway
- B. in the Media Routing Peripheral Gateway for the dialer
- C. in the Cisco Voice Gateway by using digital signal processing (DSP) resources
- D. in the campaign manager on the Logger A server

Correct Answer: C

QUESTION 2

How does the Cisco Unified Contact Center Enterprise Outbound Option 8.0 impact Cisco Unified Communications Manager sizing?

- A. It adds additional weight for each dialer port that is equal to five normal agent users.
- B. It adds additional weight for each dialer port that is equal to eight normal agent users.
- C. It adds no additional weight when using the SIP Dialer Option in 8.0.
- D. It adds no additional weight when using the SCCP Dialer Option in 8.0.

Correct Answer: C

QUESTION 3

Which of the following is a true statement regarding the design and operation of a highly available Cisco Unified Contact Center Enterprise solution?

- A. Call processing must never occur on a Cisco Unified Communications Manager publisher, even in failover conditions.
- B. SRST is a Cisco Voice Gateway feature that allows agent phones and their associated CTI Desktop to home to the local SRST gateway in the event that the gateway loses connection with the Cisco Unified Communications Manager that is controlling it.
- C. When a Cisco Unified Contact Center Enterprise VRU PG fails, all calls in queue on that Cisco Unified IP IVR are dropped unless there is a default script loaded on the Cisco Unified IP IVR.
- D. If a Cisco Unified Contact Center Enterprise child system loses a WAN connection with the parent Cisco Unified ICM, it is not possible under any circumstances to queue newly arrived calls at that child.

Correct Answer: C



QUESTION 4

Which two statements are true regarding the Cisco Unified Contact Center Enterprise Release 8.0(x) Mobile Agent peripheral gateway capacity? (Choose two.)

- A. Each mobile agent for a nailed-up configuration equals 1.37 local agents.
- B. Each mobile agent for a nailed-up configuration equals 1.73 local agents.
- C. Each mobile agent for a call-by-call configuration equals 2.2 local agents.
- D. Each mobile agent for a call-by-call configuration equals 2.4 local agents.

Correct Answer: BD

QUESTION 5

Which protocol does the Cisco Unified ICM use to interface with the Cisco Unified Communications Manager in the Cisco Unified Contact Center Enterprise solution?

- A. AXL
- B. SIP
- C. H.323
- D. JTAPI
- E. SOAP

Correct Answer: D

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