



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

Which three features or functionalities does Cisco Unified Communications Manager provide for the Cisco Unified Contact Center Enterprise solution? (Choose three.)

- A. call routing from PSTN gateway to agents
- B. CTI data on Cisco Agent Desktop screen pop
- C. call routing from PSTN gateway to Cisco Unified IP IVR
- D. agent, supervisor, and team configuration
- E. Cisco Extension Mobility for agents
- F. hunt groups and pickup groups for Cisco Unified Contact Center Enterprise

Correct Answer: ACE

QUESTION 2

Which Cisco Unified Contact Center Enterprise CTI Desktop option requires the use of VoIP Monitor Server with SPAN port-based monitoring to support supervisor silent monitoring of agent calls?

- A. Cisco Unified Contact Center Enterprise Cisco Agent Desktop
- B. Cisco Unified Contact Center Enterprise CTI Object Server or Cisco Agent Desktop with Outbound option enabled
- C. Cisco Unified Contact Center Enterprise CTI Object Server Agent Desktop
- D. Cisco Unified CRM Connector for Siebel

Correct Answer: D

QUESTION 3

Which two of these are sizing considerations for an IVR Peripheral Gateway for the Cisco Unified Contact Center Enterprise solution 7.5(x)? (Choose two.)

- A. An IVR Peripheral Gateway can support up to 40 calls per second across all the Peripheral Interface Managers (PIMs) co-loaded on the same MCS 7845 class server.
- B. An IVR Peripheral Gateway can support up to 80 Peripheral Interface Managers (PIMs) co-loaded on the same MCS 7845 class server.
- C. An IVR Peripheral Gateway can support up to 9,999 sessions or ports across all the Peripheral Interface Managers (PIMs) co-loaded on the same MCS 7845 class server.
- D. An IVR Peripheral Gateway can support a mix of Service Control Interface (SCI) and Call Routing Interface (CRI) across all the Peripheral Interface Managers (PIMs) co-loaded on the same MCS 7845 class server.



Correct Answer: AD

QUESTION 4

When the Cisco Unified Contact Center Enterprise system transfers a call to the Cisco Unified IP IVR using a "Translation Route to VRU" node, which label is sent to the routing client?

- A. Cisco Unified IP IVR CTI route point
- B. Cisco Unified IP IVR CTI port
- C. Cisco Unified Communications Manager MTP
- D. Cisco Unified Communications Manager CTI route point

Correct Answer: D

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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