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642-241

Cisco

Unified Contact Center Enterprise Design (UCCED)

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QUESTION: 1

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

Answer: D

QUESTION: 2

How does Cisco Unified Contact Center Enterprise provide security to the system?

- A. Microsoft Windows Active Directory is used to control access to the system.
- B. Microsoft SQL Server accounts and logins for all users are used to control access to the system.
- C. Cisco Synchronization Service is used to control access to the system.
- D. Administrator accounts for the system are encrypted and kept in the Cisco Unified Contact Center Enterprise database to control access to the system.

Answer: A

QUESTION: 3

What is the impact of using a Call Type node in a routing script for the Cisco Unified Contact Center Enterprise system?

- A. The call type is changed and maintains the old data in the original call type.
- B. The call is reset to the new call type, like a new call with all counters reset to zero.
- C. There is no impact, the call type is only used for the initial script selection process.
- D. The call is reclassified and the system picks a new routing script based on the call type.

Answer: A

QUESTION: 4

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

Answer: C

QUESTION: 5

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

Answer: C

QUESTION: 6

Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system?

- A. when QoS is enabled on both networks
- B. in cases in which there is gigabit bandwidth between sites
- C. under no circumstances
- D. when the Cisco Catalyst switch has dual power supplies

Answer: C

QUESTION: 7

In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with two new Admin Workstations as the only AWs at the site. What is the recommended configuration (AW type) for these two machines?

- A. 1 - Primary Distributor AW, 1 - Secondary Distributor AW
- B. 1 - Primary Distributor AW, 1 - Client AW
- C. 1 - Secondary Distributor AW, 1 - Client AW
- D. 2 - Client AWs
- E. 2 - Secondary Distributor AWs
- F. 1 - Primary Client AW, 1 - Secondary Client AW

Answer: A

QUESTION: 8

What role does Cisco Unified Communications Manager play in the Cisco Unified Contact Center Enterprise solution?

- A. automatic call distribution
- B. integrated call distribution
- C. interactive voice response system
- D. call switching to agent and Cisco Unified IP IVR

Answer: D

QUESTION: 9

When sizing the Cisco Unified Communications Manager cluster in a Cisco Unified Contact Center Enterprise solution with the Cisco Unified IP IVR, which factor must be taken into account?

- A. the number of dialed numbers configured in the Cisco Unified Contact Center Enterprise Call Router
- B. the maximum number of concurrent calls in progress in the Cisco Unified IP IVR, serviced by CTI ports
- C. the number of Run VRU script nodes executed by the Cisco Unified Contact Center Enterprise routing script once the call is terminated in the Cisco Unified IP IVR



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