642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

Microsoft Windows Active Directory in Cisco Unified Contact Center Enterprise controls all of these types of user access except which one?

A. Supervisor CTI OS or Cisco Agent Desktop user login

B. ConfigManager user access on Admin Workstation

C. WebView user login

D. service account login

Correct Answer: A

QUESTION 2

When using the Cisco Unified Contact Center Enterprise 8.0(x) Multi-Line ACD feature, which configuration item is not supported in the Cisco Unified Communications Manager?

A. Busy triggers on each line must be set to one.

B. Maximum number of calls on each line must be set to two.

C. Agent ACD line can be a shared line.

D. Lines can be configured to forward calls to other lines on the phone.

Correct Answer: C

QUESTION 3

Which node in a Cisco Unified Contact Center Enterprise system should be used to modify contact center configuration?

A. Cisco Unified Contact Center Enterprise Logger

B. Cisco Unified Contact Center Enterprise Call Router

C. Cisco Unified Contact Center Enterprise NIC

D. Cisco Unified Contact Center Enterprise Administrative Server

E. Cisco Unified Contact Center Enterprise Peripheral Gateway

Correct Answer: D

QUESTION 4

Which statement is correct about the Erlang-C sizing calculation model?

A. Erlang-C assumes that calls that do not find an available agent will be blocked or dropped.

B. Erlang-C plans for a percentage of calls to be blocked or dropped in the calculation.

C. Erlang-C is used for sizing IVR, PSTN trunk, and queue ports.

D. Erlang-C is used for sizing agents in a queuing model.

Correct Answer: D

QUESTION 5

In a single-site deployment model for Cisco Unified Contact Center Enterprise, which statement is true?

A. The Cisco Unified Communications Manager cluster can be split between two data center locations.

B. The Cisco Unified Contact Center Enterprise agents are colocated at the same site as the data center components.

C. The Cisco Voice Gateways can be distributed at multiple locations.

D. The Cisco Unified IP IVR must be deployed with the G.279 codec for local voice quality.

Correct Answer: B

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