642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

Pass Cisco 642-241 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass4itsure.com/642-241.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

Which three of these features are supported by the Cisco Unified Contact Center Enterprise Cisco Unified IP Phone Agent? (Choose three.)

A. silent monitoring

B. call recording

C. Cisco Agent Desktop automated workflows

D. Cisco Agent Desktop supervisor agent reskilling

E. call center statistics

Correct Answer: ABE

QUESTION 2

When using the Cisco Unified Outbound Option SIP Dialer 8.0(x), which statement is true?

A. The SIP Dialer requires two MR PIMs for duplex SIP dialers.

B. The SIP Dialer scales to 60 calls per second per dialer.

C. The SIP Dialer uses Cisco Unified Communications Manager routing and dial plans for outbound call routing.

D. The SIP Dialer engages the agent peripheral gateway for each outbound call.

Correct Answer: B

QUESTION 3

Cisco provides a VRU Peripheral Gateway to the Central Controller Bandwidth Calculator spreadsheet tool. What is the purpose of this tool?

A. to size the visible network that is required between the Peripheral Gateway and the call router

B. to size the private network that is required between the Peripheral Gateway Side A and B

C. to size the visible network that is required between the Peripheral Gateway and the Cisco Unified Communications Manager cluster

D. to size the private network that is required between call routers A and B for this specific Peripheral Gateway traffic flow

Correct Answer: A

QUESTION 4

What is the primary factor that affects the bandwidth size of the private network between the central controllers in the Cisco Unified Contact Center Enterprise solution?

A. number of configured skill groups

B. number of calls that are attempted in the busy hour

C. number of configured routes and labels D. number of historical database servers

Correct Answer: B

QUESTION 5

When using the Cisco Unified IP IVR in a Cisco Unified Contact Center Enterprise solution, what are three best practices to improve the availability of the solution? (Choose three.)

A. Add multiple duplex or redundant Cisco Unified IP IVRs to create a Cisco Unified IP IVR cluster.

B. Use the Cisco Unified IP IVR high-availability option.

C. Use the Cisco Unified Communications Manager call forwarding features on CTI route points and devices associated with the Cisco Unified IP IVR.

D. Use Cisco Unified Contact Center Enterprise scripting to control call delivery to Cisco Unified IP IVRs based on available ports or peripheral status.

E. Use default labels in the Cisco Unified Contact Center Enterprise routing scripts.

F. Use default scripts in the Cisco Unified IP IVR.

Correct Answer: CDF

[642-241 VCE Dumps](642-241-VCE-Dumps)   [642-241 Practice Test](642-241-Practice-Test)   [642-241 Exam Questions](642-241-Exam-Questions)