642-241 Q&As

Unified Contact Center Enterprise Design (UCCED)

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QUESTION 1

Which failure scenario in the Cisco Unified Contact Center Enterprise solution would stop all processing and routing of contact center calls?

A. ICM Call Router Side A fails at the same time that ICM Logger Side A fails.

B. ICM Call Router Side A fails at the same time that ICM Logger Side B fails.

C. ICM Call Router Side B fails at the same time that ICM Logger Side A fails.

D. ICM Call Router Side B fails at the same time that ICM Logger Side B fails.

E. ICM Call Router Side A fails at the same time that ICM Call Router Side B fails.

F. ICM Logger Side A fails at the same time that ICM Logger Side B fails.

Correct Answer: E

QUESTION 2

In a Cisco Unified Contact Center Enterprise design, the customer wants to use Session Initiation Protocol calls from its voice network carrier. Which design consideration is true for this solution?

A. All agent phones must be configured as Session Initiation Protocol phones.

B. Cisco Unified Border Element must be included for Session Initiation Protocol message normalization and management.

C. Cisco Unified IP IVR must be configured for G.711 voice calls only.

D. Additional digital signal processor resources are required in the design for Session Initiation Protocol calls.

Correct Answer: B

QUESTION 3

Drag and drop the ICM Network Requirement to the appropriate value or setting

Select and Place:

Drag and drop the ICM Network Requirement to the appropriate value or setting.   3 / 4

ICM Public Network High Priority Maximum Network Latency (ms)	100 ms
ICM Public Network High Priority QoS DSCP Marking	200 ms
ICM Public Network Low Priority QoS DSCP Marking	1000 ms
ICM Private Network High Priority Maximum Network Latency (ms)	AF11
ICM Private Network Medium Priority Maximum Network Latency (ms)	AF31

Correct Answer:

Drag and drop the ICM Network Requirement to the appropriate value or setting.

	ICM Private Network High Priority Maximum Network Latency (ms)
	ICM Public Network High Priority Maximum Network Latency (ms)
	ICM Private Network Medium Priority Maximum Network Latency (ms)
	ICM Public Network Low Priority QoS DSCP Marking
	ICM Public Network High Priority QoS DSCP Marking

QUESTION 4

In the Cisco Unified Contact Center Enterprise 8.0(x) Multi-Line ACD feature, how many total lines can the CTI Desktop monitor on the Cisco Unified IP phone?

A. two: one ACD and one personal lines

B. threE. two ACD and one personal lines

C. threE. one ACD and two personal lines

D. four: one ACD and three personal lines

E. four: two ACD and two personal lines

F. fivE. one ACD and four personal lines

G. fivE. two ACD and three personal lines

Correct Answer: D

QUESTION 5

With the Cisco Unified Contact Center Enterprise Outbound Option 8.0, how many dialer ports are supported per SIP Dialer?

A. 96

B. 192

C. 1500

D. 3000

Correct Answer: C

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