



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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**QUESTION 1**

During a normal call flow in the Cisco Unified Contact Center Enterprise solution, how long is the voice gateway port engaged?

- A. from the call arrival to the point that the agent answers
- B. from the transfer to IVR to the point that the agent hangs up
- C. from the call arrival to the point that the agent hangs up
- D. from the call arrival to the point that the agent is ready

Correct Answer: C

QUESTION 2

Erlang calculations are used to size contact center resources. Which two types of resources are sized by using Erlang-B? (Choose two.)

- A. agents
- B. IVR ports
- C. PSTN gateway trunks
- D. MTP resources

Correct Answer: BC

QUESTION 3

Which factor has the largest impact on bandwidth sizing for the visible network connection between the Cisco Unified Contact Center Enterprise VRU Peripheral Gateway and the Call Router?

- A. number of agents
- B. busy hour call attempts
- C. number of call and ECC variables
- D. percentage of calls queued

Correct Answer: B

QUESTION 4

When deploying the Cisco Unified Contact Center Enterprise on Cisco Unified Computing System B- Series hardware, which two statements are true? (Choose two.)



- A. Oversubscription of virtual CPU or memory is not supported.
- B. Cisco Unified Contact Center Enterprise clustering over the WAN is not supported in the Cisco Unified Computing System B-Series.
- C. Cisco Unified Computing System B-Series supports both VMware ESX and ESXi virtualization software.
- D. VMware images must boot from the SAN and store all data on the SAN.

Correct Answer: AD

QUESTION 5

In the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model, which two statements are true? (Choose two.)

- A. Each subscriber in the Cisco Unified Communications Manager cluster must have its own Peripheral Gateway configured locally to avoid JTAPI communication across the WAN.
- B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.
- C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP phone connections if they are using the Cisco Agent Desktop.
- D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.
- E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Correct Answer: BE

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