



# 642-241<sup>Q&As</sup>

Unified Contact Center Enterprise Design (UCCED)

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**QUESTION 1**

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

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**QUESTION 2**

A new contact center deployment does not have an exact busy hour call attempt number for the sizing tools. The customer plans to hire 1500 agents and projects that each call will average four minutes, including wrap-up. Which value is the best estimate to use for busy hour call attempts?

- A. 10,000
- B. 15,000
- C. 22,500
- D. 24,750
- E. 30,000

Correct Answer: C

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**QUESTION 3**

You need to design Cisco Unified Communications Manager 6.1(1) for normal calls and contact center calls. The customer requirement is to have approximately 250 simultaneous MOH sessions. What is the minimum server platform that you can use?

- A. standalone or co-resident MOH server using a Cisco MCS 7815 or equivalent
- B. standalone MOH server using a Cisco MCS 7815 or equivalent
- C. standalone or co-resident MOH server using a Cisco MCS 7835 or equivalent
- D. standalone MOH server using a Cisco MCS 7835 or equivalent

Correct Answer: A

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**QUESTION 4**



All of these statements correctly describe the role of voice gateways in Cisco Unified Contact Center Enterprise deployments except which one?

- A. When calls arrive from the PSTN to Cisco H.323 gateways and are sent to Cisco Unified IP IVR for prompt and collect treatment, MTP resources must be allocated in deployments.
- B. Cisco voice gateways can communicate with Cisco Unified Communications Manager using SIP,
- C. 323, or MGCP.
- D. When a voice gateway uses multiple protocols (SIP, H.323), each protocol requires its own dedicated DSP resources.
- E. Cisco voice gateways can be used to help integrate traditional ACDs into a Cisco Unified Contact Center Enterprise environment by implementing TDM connections between gateways and ACDs.

Correct Answer: C

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#### QUESTION 5

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.

Correct Answer: A

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