



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

In a Cisco Unified Contact Center Enterprise design with a Cisco Unified Communications Manager cluster with three nodes:

Publisher (PUB)

Subscriber 1 (Sub1)

Subscriber 2 (Sub2)

For 500 agents with 1:1 redundancy option, PG A and B connect to Sub1 and Sub2 respectively.

Which is the proper configuration of device pools and the Cisco Unified Communications Manager groups for redundancy?

- A. Device Pool 1 (CCM Group1 - Sub1, Sub2) Device Pool 2 (CCM Group2 - Sub2, Sub1)
- B. Device Pool 1 (CCM Group1 - Pub, Sub1) Device Pool 2 (CCM Group 2 - Pub, Sub2)
- C. Device Pool 1 (CCM Group1 - Sub1, Sub2) Device Pool 2 (CCM Group 2 ?Sub1, Sub2)
- D. Device Pool 1 (CCM Group1 - Pub, Sub2) Device Pool 2 (CCM Group 2 - Pub, Sub1)

Correct Answer: A

QUESTION 2

When installing a duplexed Cisco Unified ICM Peripheral Gateway, given the table of host names and IP addresses, which is the correct configuration for Cisco Unified Communications Manager Service parameters for the Cisco Unified Communications Manager Peripheral Gateway?

- A. PG1A Unified Communications Manager Service Parameters = CCMPUB, CCMSUB1 PG1B Unified Communications Manager Service Parameters = CCMSUB1, CCMPUB
- B. PG1A Unified Communications Manager Service Parameters = CCMSUB1 PG1B Unified Communications Manager Service Parameters = CCMSUB2
- C. PG1A Unified Communications Manager Service Parameters = CCMSUB01, IPIVR01 PG1B Unified Communications Manager Service Parameters = CCMSUB2, IPIVR02
- D. PG1A Unified Communications Manager Service Parameters = IPCCPG1B, IPCCPG1BH PG1B Unified Communications Manager Service Parameters = IPCCPG1A, IPCCPG1AH

Correct Answer: B

QUESTION 3

Which two of the following options are functions of the Cisco Unified ICM Call Type Manager tool? (Choose two.)



- A. map call types to routing scripts
- B. create call types
- C. create dialed numbers
- D. map dialed numbers to call types
- E. map call type to skill groups

Correct Answer: AD

QUESTION 4

Media termination points in Cisco Unified Communications Manager provide media services such as call hold and call transfer for a call routed to an H.323 endpoint.

To configure an MTP resource, which two items must be configured? (Choose two.)

- A. MTP type
- B. MAC address
- C. media routing domain
- D. device pool
- E. location

Correct Answer: AD

QUESTION 5

What is the purpose of the Call Tracer function of the Cisco Unified ICM Script Editor?

- A. to test ingress and egress voice gateways
- B. to test ICM scripting logic
- C. to test IP IVR scripting logic
- D. to provide real-time monitoring of a script

Correct Answer: B

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