



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

Unified Contact Center Enterprise Design (UCCED)

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**QUESTION 1**

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

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**QUESTION 2**

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

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**QUESTION 3**

During a normal call flow in the Cisco Unified Contact Center Enterprise solution, how long is the Cisco Unified IP IVR 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 transfer to IVR to the point that the agent answers
- D. from the call arrival to the point that the agent is ready

Correct Answer: C

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**QUESTION 4**

What role does the Cisco Unified ICM play in the Cisco Unified Contact Center Enterprise solution?

- A. plays music on hold and in queue for callers



- B. terminates media streams for agents and callers
- C. provides routing and queuing instructions for contacts
- D. records and stores voice calls for quality purposes

Correct Answer: C

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#### QUESTION 5

In the Cisco Unified Contact Center Enterprise solution, which CTI option is required to support an integration to drive Siebel agent workflows and provide data to the Siebel application?

- A. Cisco Unified Contact Center Enterprise Cisco Agent Desktop with optional keystroke macro integration
- B. Cisco Unified Contact Center Enterprise CTI Object Server with the Siebel CRM Connector
- C. Cisco Unified Contact Center Enterprise Cisco Agent Desktop Browser Edition with Siebel using the embedded browser option
- D. either Cisco Unified Contact Center Enterprise Cisco Agent Desktop or CTI Object Server
- E. either Cisco Unified Contact Center Enterprise Cisco Agent Desktop or Cisco Agent Desktop Browser Edition

Correct Answer: B

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#### QUESTION 6

Cisco provides a set of sizing tables in the Cisco Unified Contact Center Enterprise 8.0(x) Design Guide (SRND). These tables show the bandwidth that is required for the Cisco Agent Desktop and Supervisor Desktop. Using these tables, how much average bandwidth is required to support 200 agents and 20 supervisors at a remote site across the WAN?

- A. 3.7 kB/s
- B. 7.4 kB/s
- C. 6.5 kB/s
- D. 8.32 kB/s

Correct Answer: C

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#### QUESTION 7

Cisco provides an ACD Peripheral Gateway and a Cisco Unified Communications Manager 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 the call routers A and B for this specific Peripheral Gateway traffic flow

Correct Answer: A

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### QUESTION 8

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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### QUESTION 9

When using the Cisco Unified Contact Center Enterprise Outbound Option 8.0 SIP Dialer without the

A. 722 codec, where is transcoding required in the solution?

B. When transferring the live contact to a G.729 agent across the WAN, transcoding is required in the outbound voice gateway.

C. When performing the initial Call Progress Analysis of the outbound contact in the voice gateway, the call must be transcoded to G.711 locally.

D. When transferring the contact to a G.729 Cisco Unified IP IVR across the WAN, transcoding is required in the outbound voice gateway.

E. No transcoding is required, because the call leg from the outbound gateway will automatically be set up to the correct codec for the target device.

Correct Answer: D

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### QUESTION 10

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

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#### QUESTION 11

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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#### QUESTION 12

All of these statements about high availability with a Cisco Unified Intelligent Contact Management (ICM) central controller are true except which one?

- A. In the event that one call router of a duplex pair of Cisco Unified ICM call router fails, the surviving call router recognizes the failure when it receives no response to heartbeats over the private LAN.
- B. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified IP IVR will be disconnected, but all new calls will be successfully processed.
- C. There is no impact on call processing during a Cisco Unified ICM Logger failure.
- D. In the event that the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.

Correct Answer: B

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#### QUESTION 13

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

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#### QUESTION 14

Which Cisco Unified Communications Manager feature is not supported as part of the Multi-Line ACD feature of the Cisco Unified Contact Center Enterprise 8.0(x)?

- A. Join Across Lines and Direct Transfer Across Lines
- B. Swap and Cancel
- C. Logical Partition
- D. Call Park and Pickup

Correct Answer: D

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#### QUESTION 15

When using the Cisco Unified Communications Manager Extension Mobility feature with Cisco Unified Contact Center Enterprise, which two are the correct sequences for agent login and logout? (Choose two.)

- A. Log in to Extension Mobility and Cisco Agent Desktop at the same time.
- B. Log out of Extension Mobility followed by Cisco Agent Desktop.
- C. Log in to Extension Mobility followed by Cisco Agent Desktop.
- D. Log out of Cisco Agent Desktop followed by Extension Mobility.
- E. Log in to Cisco Agent Desktop followed by Extension Mobility.
- F. Log out of Extension Mobility and Cisco Agent Desktop at the same time.

Correct Answer: CD

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