



642-242^{Q&As}

Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

When building a duplexed Cisco Unified ICM Call Router or Peripheral Gateway, there are at least two network cards that need to be configured, visible and private.

Which network card options should not be enabled on the private card? (Choose two.)

- A. Client for Microsoft Networks and Internet Protocol (TCP/IP)
- B. Cisco Discovery Protocol Packet Driver and File and Printer Sharing for Microsoft Networks
- C. File and Printer Sharing for Microsoft Networks and Internet Protocol (TCP/IP)
- D. Client for Microsoft Networks and File and Printer Sharing for Microsoft Networks
- E. Internet Protocol (TCP/IP) and Network Monitor Tools
- F. Microsoft Telnet and WINS Client

Correct Answer: BD

QUESTION 2

The Cisco Unified Contact Center Enterprise solution supports SIP-based trunks and services for inbound calls. In a SIP trunk deployment, which statement is true?

- A. All inbound SIP calls must be delivered as G.711 with no compression.
- B. Cisco requires the Cisco Unified Border Element to act as a Session Border Controller between the carrier SIP trunk and the customer voice network.
- C. Cisco Unified IP IVR requires additional MTP resources in a SIP deployment.
- D. Cisco Unified IP phones must use the SIP protocol, not SCCP, when used with SIP trunk services.

Correct Answer: B

QUESTION 3

In the Cisco Unified Contact Center Enterprise 8.0 Outbound Option, which statement is true?

- A. The Outbound Option allows for a SIP and SCCP Dialer to be deployed on the same physical machine.
- B. The Outbound Option only supports either SIP or SCCP Dialers in a single Cisco Unified Contact Center Enterprise deployment.
- C. The reservation call that is made to hold the agent for the dialer-placed calls is done directly via the CTI desktop and does not generate a call in Cisco Unified Communications Manager.



D. The Outbound Option SIP Dialer only works with Cisco Unified Customer Voice Portal, not with the Cisco Unified IP IVR.

Correct Answer: C

QUESTION 4

The Cisco Unified Contact Center Enterprise Outbound Option uses the global variable "Skill.OutboundPercent" in the Administrative Script that controls the outbound campaign. What does this variable control?

- A. percent of dial list contacts to send to the Dialer at any given time
- B. percent of agents in this skill group who can be used for outbound contacts
- C. percent of contacts that are allowed to be abandoned by the campaign for regulatory compliance
- D. percent of agents that must be available for the campaign to run

Correct Answer: B

QUESTION 5

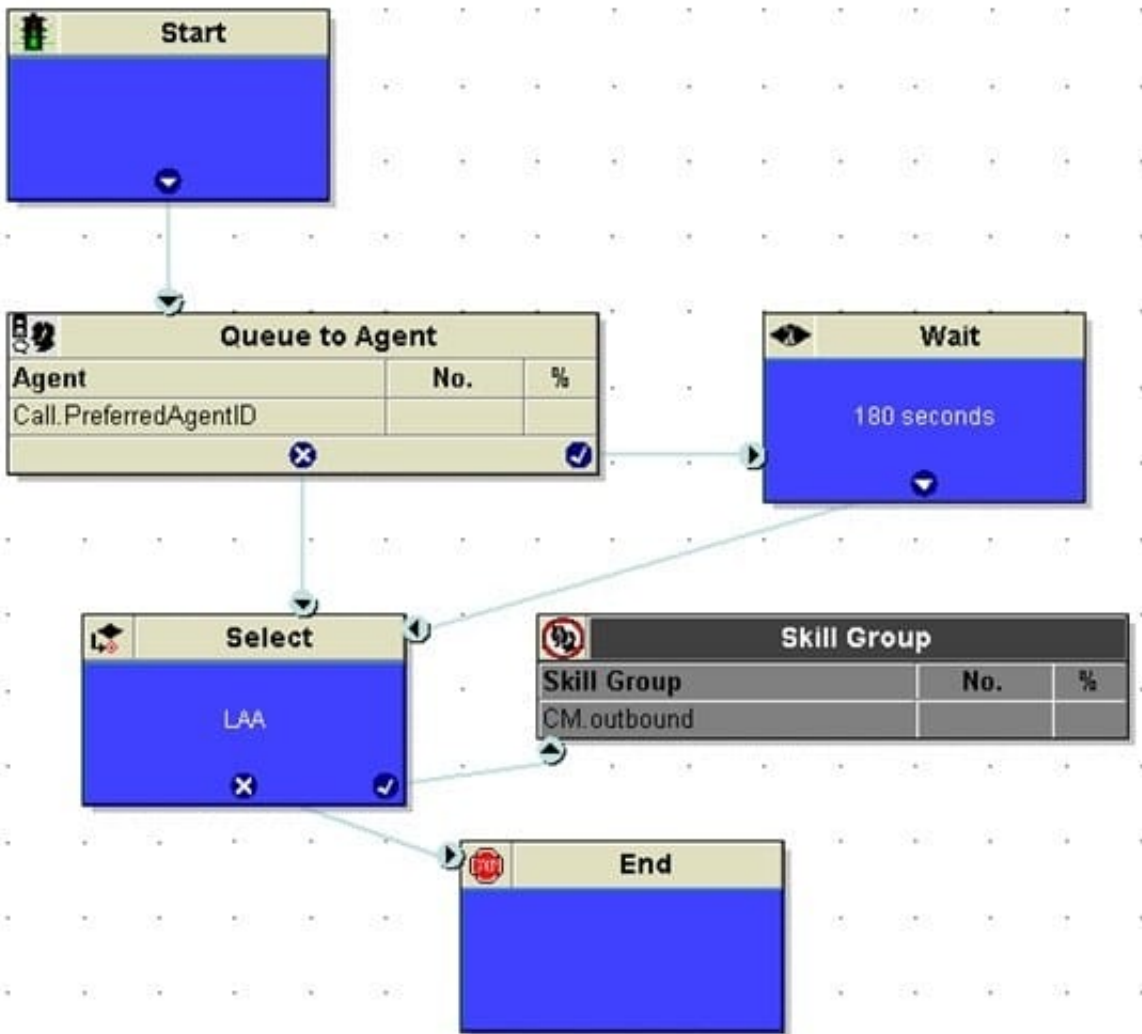
Which statement is true about administrative scripts in the Cisco Unified Contact Center Enterprise solution?

- A. Administrative scripts can run more than one time per second.
- B. Administrative scripts must be associated with a call type.
- C. Administrative scripts can use a DB Lookup node.
- D. Administrative scripts can use an ICM Gateway node.

Correct Answer: C

QUESTION 6

Refer to the exhibit.



The Cisco Unified Contact Center Enterprise Outbound Option uses a reservation script to find an available agent for the outbound contact. Which of the following statements is true about this personal agent callback script?

- A. If the preferred agent is not available, the outbound contact will hear queue music for 180 seconds while waiting.
- B. If the preferred agent is not logged in, the outbound contact will be cancelled.
- C. If the preferred agent is not logged in and no agents are available in the CM.outbound skill group, the outbound contact will be cancelled.
- D. If the preferred agent became available after 185 seconds, the outbound contact will still be routed to the preferred agent if that agent was part of the CM.outbound skill group, regardless if there were other agents available for longer.

Correct Answer: C

QUESTION 7

In the Cisco Unified Contact Center Enterprise solution, if a Cisco Unified Communications Manager subscriber in the



Redundancy Group for the Cisco voice gateway is down, how will incoming calls be treated?

- A. The voice gateway will play a "fast busy" and drop the call.
- B. The voice gateway will reroute the call to a secondary CTI route point on the alternative/backup subscriber in the cluster.
- C. The voice gateway will use the alternative/backup subscriber in the cluster.
- D. The voice gateway will route around the subscriber to an IP IVR port on the alternative/backup subscriber in the cluster.

Correct Answer: C

QUESTION 8

In Cisco Unified Communications Manager 8.0, how is locations-based Call Admissions Control configured?

- A. System Menu Location option to define each location in the centralized call-processing model
- B. Advanced Features Menu Geolocation Configuration option to define each location in the centralized call-processing model
- C. Call Routing Menu Location option to define each location in the centralized call- processing model
- D. Application Menu Geolocation Configuration option to define each location in the centralized call-processing model

Correct Answer: A

QUESTION 9

The Cisco Unified Contact Center Enterprise ICMDBA utility is used to perform which three of the following functions? (Choose three.)

- A. Create a customer instance.
- B. Delete central databases.
- C. Delete specific database rows from tables.
- D. Modify database table values.
- E. Perform a Microsoft SQL Server database backup.
- F. Recreate a database.
- G. Resize database files.

Correct Answer: BFG

QUESTION 10



Refer to the exhibit.

```
cus01-PG1A eagtpim - pim2 - [UCM-Pub-PIM ACTIVE]
22:09:17 Trace: PimConfig::ConfigLock: ChkDdLck=1
22:09:17 Trace: PimConfig::CallLock: ChkDdLck=0 T
22:09:17 Trace: Display of EMS messages to the sc
```

The Peripheral Interface Manager on the Agent Peripheral Gateway displays status information in the title bar of the process window.

Which two of the following can you identify from this exhibit? (Choose two.)

- A. The Instance Name of this Cisco Unified Contact Center Enterprise deployment is "cus01".
- B. The Peripheral Interface Manager process on PG1B is in the ACTIVE state.
- C. The JTAPI Gateway process is in an ACTIVE state.
- D. The first Peripheral Interface Manager process on this Peripheral Gateway is IDLE.
- E. This is not an Agent Peripheral Gateway; it is an Expert Advisor Peripheral Gateway.

Correct Answer: AC

QUESTION 11

Refer to the exhibit.



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾

Application User Configuration

Save Delete Copy Add New

Application User Information

User ID*

Password

Confirm Password

Digest Credentials

Confirm Digest Credentials

Presence Group*

Accept Presence Subscription

Accept Out-of-dialog REFER

Accept Unsolicited Notification

Accept Replaces Header

Device Information

Available Devices

- 00
- AATest
- AATestASR
- CTIP_4003
- CTIP_4005

▼ ▲

Controlled Devices

- CTIP_3101
- CTIP_3102
- CTIP_3103
- CTIP_3104
- CTIP_3105

Which the following is true based on this Cisco Unified Communications Manager Application User Configuration information?

- A. The CTI ports "CTIP_4003" and "CTIP_3101" are not monitored by this application user.
- B. The User ID "jtapiuser_1" is the default ID for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway user.



- C. The password is invalid because the password field only accepts 32 characters.
- D. The "AATestASR" device is not monitored by this application user.

Correct Answer: D

QUESTION 12

Which Cisco Unified Contact Center Enterprise Script node is used to capture call flow data within the branches of the script and show the count in a report?

- A. Call Type node
- B. Run External Script node
- C. Label node
- D. Comment node

Correct Answer: A

QUESTION 13

Microsoft Windows service accounts are created for the Cisco Unified ICM 8.0(x) application to run. Which statement is true?"

- A. Service accounts are created in Active Directory in the Cisco Organizational Unit by the Cisco Unified ICM Domain Manager tool.
- B. Service accounts are created by Cisco Unified ICM Setup in the root organizational unit.
- C. Service accounts cannot be relocated from their installed directory.
- D. Service accounts are created as local users on Cisco Unified ICM Servers.

Correct Answer: C

QUESTION 14

In which two ways are Cisco Unified Communications Manager CTI route ports typically used in the Cisco Unified Contact Center Enterprise solution? (Choose two.)

- A. to accept media for callers in the Cisco Unified IP IVR under control of the Cisco Unified Contact Center Enterprise system
- B. to manage incoming call signaling from the PSTN as Dialed Numbers for the Cisco Unified Contact Center Enterprise system



- C. to play media to callers for busy or disconnect tones from Cisco Unified Communications Manager
- D. to provide a call-signaling transfer point as part of a Translation Route to VRU node in the Cisco Unified Contact Center Enterprise call routing script
- E. to provide conference bridge resources to allow supervisors to barge into calls with agents in the Cisco Unified Contact Center Enterprise system

Correct Answer: BD

QUESTION 15

Drag the OutboundControl variable value from the Cisco Unified Contact Center Enterprise Administrative Script for Outbound Option from the left and drop it on the matching description on the right.

PREVIEW_DIRECT_ONLY

PREDICTIVE_ONLY

PREVIEW_BLENDED

PROGRESSIVE_BLENDED

Agents are routed outbound contacts based on a fixed number of calls to place when the agent is not working on an inbound contact.

Agents are given the option to place a call to a contact when they are not working on an inbound contact.

Agents are given the option to place a call to a contact using their Cisco Unified IP phone with no inbound contacts.

Agents are routed outbound contacts based on real-time performance of the campaign with no inbound contacts.

Correct Answer:



Drag the OutboundControl variable value from the Cisco Unified Contact Center Enterprise Administrative Script for Outbound Option from the left and drop it on the matching description on the right.

PROGRESSIVE_BLENDED

PREVIEW_BLENDED

PREVIEW_DIRECT_ONLY

PREDICTIVE_ONLY