CERTKILLERS

Cisco

642-241

Unified Contact Center Enterprise Design (UCCED)

Answer: A, D

QUESTION: 120
In the Cisco ICM ConfigManager Peripheral Gateway Explorer, when setting the Peripheral Configuration for the Cisco Unified Communications Manager Multi-Line ACD feature, what are the two expected behaviors of the system when the settings are as shown? (Choose two.)

A. The CTI Desktop will monitor only one ACD line, but all other lines will be shown on the desktop.
B. The CTI Desktop will show only the ACD line that the agent used to log in.
C. If the agent selects another line on the Cisco Unified IP phone, the agent state will change to Not Ready.
D. If the agent selects another line on the Cisco Unified IP phone, the agent state will not change.

Answer: B, D

QUESTION: 121
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

Answer: B, C

QUESTION: 122
Which two Cisco Unified Contact Center Enterprise components impact visible network WAN bandwidth sizing to the central controllers? (Choose two.)

A. number and type of remote administrative data servers

B. number of dialed numbers in the Cisco Unified Contact Center Enterprise that is configured for remote Cisco Voice Gateways

C. size and number of Cisco Unified Contact Center ECC variables that are passed to remote CTI OS agent desktops for screen pop
D. number and type of configured Cisco Unified Contact Center Enterprise agents

Answer: A, C

QUESTION: 123
Which two statements are true regarding the Cisco Unified Contact Center Enterprise Release 8.0(x) Mobile Agent peripheral gateway capacity? (Choose two.)

A. Each mobile agent for a nailed-up configuration equals 1.37 local agents.
B. Each mobile agent for a nailed-up configuration equals 1.73 local agents.
C. Each mobile agent for a call-by-call configuration equals 2.2 local agents.
D. Each mobile agent for a call-by-call configuration equals 2.4 local agents.

Answer: B, D

QUESTION: 124
What are the two primary factors affecting bandwidth sizing between a Cisco Unified Intelligence Center (CUIC) Server and a CUIC client? (Choose two.)

A. number of historical reports the user is running concurrently
B. number of concurrent agents displayed on real—time reports
C. number of rows returned for historical reports in CUIC
D. number of real—time reports the user is running concurrently
E. total ECC in bytes

Answer: A, D

QUESTION: 125
Which two Cisco Unified Contact Center Enterprise CTI solutions support silent monitoring of agent calls using desktop monitoring rather than VoIP Monitor servers? (Choose two.)

A. Cisco Unified Contact Center Enterprise CTI Object Server Agent Desktop
B. Cisco Unified Contact Center Enterprise Cisco Agent Desktop
C. Cisco Unified Contact Center Enterprise Siebel CRM Connector
D. Cisco Unified Contact Center Enterprise Cisco Agent Desktop Browser Edition

Answer: A, B

QUESTION: 126
DRAG DROP

Answer:

Explanation:
1-3
2-2
3-1
4-4

QUESTION: 127
DRAG DROP

Answer:

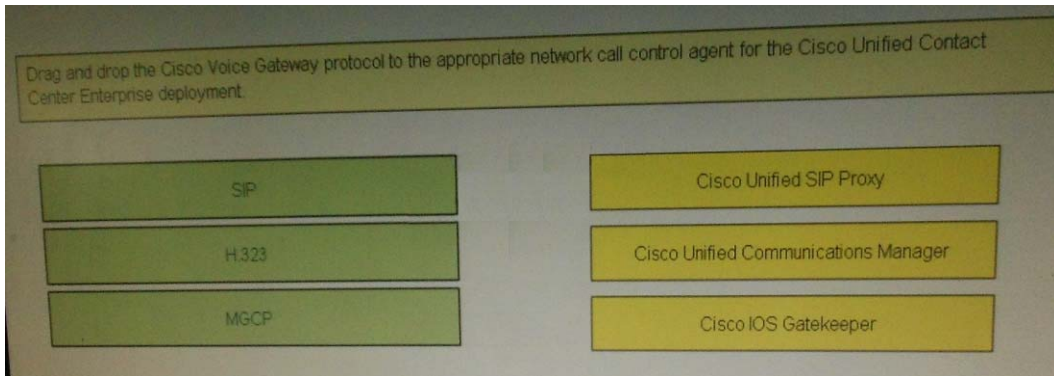
Explanation:
IP Voice Traffic (RTP) – 46
ICM Peripheral Gateway Low Priority Traffic – 24
ICM Peripheral Gateway High Priority Traffic – 26
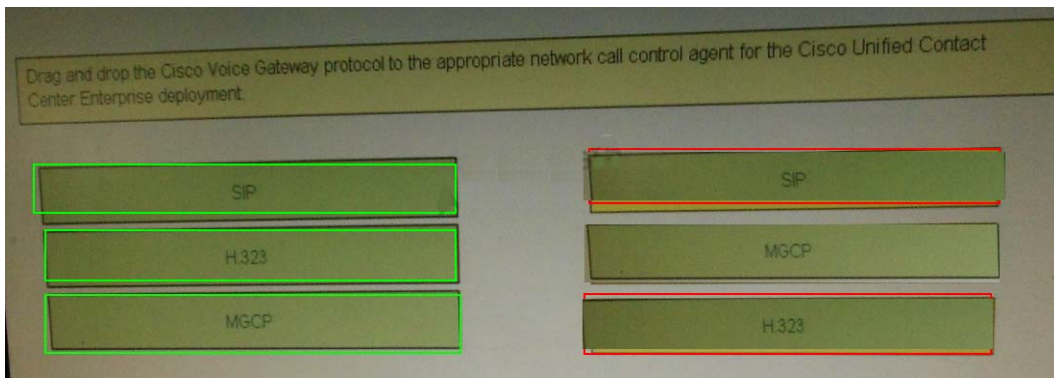Agent desktop CTI – Traffic - 10

QUESTION: 128
DRAG DROP

Answer:

Explanation:
SIP – Cisco Unified SIP Proxy
H.323 – Cisco IOS Gatekeeper
MGCP – Cisco Unified Communications Manager

QUESTION: 129
DRAG DROP

Answer:

Explanation:
ICM Public Network High Priority Maximum Network Latency – 200 ms
ICM Public Network High Priority QoS DSCP Marking – AF31
ICM Public Network Low Priority QoS DSCP Marking – AF11
ICM Private Network High Priority Maximum Network Latency – 100 ms
ICM Private Network Medium Priority Maximum Network Latency – 1000 ms

Reference:
http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/i
pcc_enterprise/srn d/75/c7bwqos.html

Pass your exam at First Attempt....Guaranteed!