Cisco 642-241

Unified Contact Center Enterprise Design
Version: 6.0

QUESTION NO: 1

In a Cisco Unified Contact Center Enterprise design, the customer requires that agents are able to make personal outbound calls from their Cisco IP phone, but they do not want to allow the agent to use their ACD line for these calls. How would this requirement be addressed given the following:

Agent ACD Line: 1000 (DN)

Allow PSTN calling search space: Allows outbound calls to PSTN. Block PSTN calling search space: Blocks outbound calls to PSTN.

A. add second line on IP phone with DN 1000, but in different partition, allow PSTN calling search space
B. add second line on IP phone with DN 1000, but in same partition, block PSTN calling search space
C. add second line on IP phone with DN 2000, but in different partition, allow PSTN calling search space
D. add second line on IP phone with DN 2000, but in same partition, block PSTN calling search space

Answer: C
Explanation:

QUESTION NO: 2

Which of the following Cisco Unified Customer Voice Portal call-flow models does not require a Cisco IOSbased VoiceXML Gateway?

A. Standalone Self-Service
B. Cisco Unified Customer Voice Portal Call Control
C. Cisco Unified Customer Voice Portal Call Control with Queue and Collect
D. Cisco Unified Customer Voice Portal Call Control with Queue and Self-Service
E. Cisco Unified Contact Center Enterprise Network Interface Controller-based Call Control with Cisco UnifiedCustomer Voice Portal Queue, Collect, and Self-Service

Answer: B
Explanation:

QUESTION NO: 3

Which protocol does the Cisco Unified ICM use to interface with the Cisco Unified Communications Manager in the Cisco Unified Contact Center Enterprise solution?

A. AXL
B. SIP
C. H.323
D. JTAPI
E. SOAP

Answer: D
Explanation:

QUESTION NO: 4

When the Cisco Unified Contact Center Enterprise system transfers a call to the Cisco Unified IP IVR to queue the call using a translation route to VRU, what label is sent to the routing client?

A. Cisco Unified Contact Center Enterprise Busy label
B. Cisco Unified IP IVR CTI port
C. Cisco Unified Communications Manager MTP
D. Cisco Unified Communications Manager CTI route point

Answer: D
Explanation:

QUESTION NO: 5

Which of the following configurations are supported with the Cisco Unified Contact Center Enterprise solution?

A. Cisco Agent Desktop with Communications Manager Attendant Console
B. Cisco Agent Desktop without Communications Manager Attendant Console
C. Cisco CTI Object Server Agent Desktop with Communications Manager Attendant Console
D. Cisco Siebel Driver/CRM Desktop with Communications Manager Attendant Console

Answer: B
Explanation:

QUESTION NO: 6

Which of these functions is not a function of the Cisco Unified Contact Center Enterprise solution?

A. reporting with WebView
B. CTI desktop functionality for agent state control
C. call-routing functionality based on real-time conditions
D. instructing queue points to play specific messages to callers
E. accepting media streams and acting as a conference bridge

Answer: E
Explanation:

QUESTION NO: 7

Which two of the following are not parts of the Cisco Unified Communications Manager device pool configuration? (Choose two.)

A. primary Cisco Unified Communications Manager group
B. SRST reference
C. region
D. location
E. Media Resource Group List

Answer: A,D
Explanation:

QUESTION NO: 8

Which two configuration tasks are necessary in the Cisco Unified Communications Manager for the Cisco Unified Contact Center Enterprise solution? (Choose two.)

A. configure agent IP phone, supervisor IP phone, and CTI route points
B. configure agent ID, supervisor ID, and system administrator password
C. configure agent, supervisor, and CTI user accounts
D. configure scripts for call routing
E. configure call routing to agents
F. configure device associations of agent phones and CTI devices with the PG user

Answer: A,F

Explanation:

QUESTION NO: 9

Which type of user access is not controlled by Microsoft Windows Active Directory in Cisco Unified Contact Center Enterprise?

A. agent login
B. supervisor login
C. WebView user login
D. service account login

Answer: A
Explanation:

QUESTION NO: 10

When sizing the Cisco Unified Communications Manager cluster in a Cisco Unified Contact Center Enterprise solution with the Cisco Unified IP IVR, which factor must be taken into account?

A. the number of dialed numbers configured in the Cisco Unified Contact Center Enterprise Call Router
B. the maximum number of concurrent calls in progress in the Cisco Unified IP IVR, serviced by CTI ports
C. the number of Run VRU script nodes executed by the Cisco Unified Contact Center Enterprise routing scriptonce the call is terminated in the Cisco Unified IP IVR
D. the total number of CTI route points, CTI ports, and BHCAs associated with the Cisco Unified IP IVR
E. the maximum number of concurrent agents in the Cisco Unified Contact Center Enterprise system

Answer: D
Explanation:

QUESTION NO: 11

Which interface in the Cisco Unified Contact Center Enterprise solution is supported over a firewall with NAT deployed?

A. Cisco Unified Contact Center Enterprise CTI OS Desktop and CTI OS for silent monitoring
B. DMP between the Peripheral Gateway and Cisco Unified Contact Center Enterprise Call Routers
C. Cisco TAPI QBE between the Peripheral Gateway and Cisco Unified Communications Manager cluster
D. MDS or private network path between Cisco Unified Contact Center Enterprise Call Router pair (side A andside B)

Answer: B
Explanation:

QUESTION NO: 12

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.

Answer: C,D
Explanation:

QUESTION NO: 13

Which statement best describes the functions that the Cisco Unified Customer Voice Portal performs?

A. IP Call Control and queuing platform behind legacy or TDM ACD environments
B. IVR and queuing treatment for Cisco Unified Contact Center Express deployments
C. IP soft switch for integrating service provider networks to Cisco Unified Contact Center Enterprise solutions
D. IP Call Control and IVR application creation or execution, which can be deployed in many different callscenarios both with and without contact center

Answer: D
Explanation:

QUESTION NO: 14

Cisco Voice Gateways can provide services beyond just DSP. How are these services provided?

A. using external servers and gateways to support additional functions
B. integrated into subroutines stored in flash RAM on the gateway
C. integrated into Cisco IOS core on the gateway
D. written in Tcl scripts on the gateway to provide supplemental services

Answer: C
Explanation:

QUESTION NO: 15

Which feature of Cisco Unified Contact Center Enterprise is not supported when deployed using the System CCE deployment model introduced in Cisco Unified Contact Center Enterprise 7.0?

A. Cisco Unified Contact Center Enterprise dynamic re-skilling of agents on the System PG
B. Cisco Unified Customer Voice Portal for queuing on the System PG
C. Cisco Unified IP IVR for queuing on the System PG
D. Cisco Unified Contact Center Enterprise Cisco Agent Desktop on the System PG
E. Cisco Unified Contact Center Enterprise Mobile Agent on the System PG

Answer: B
Explanation:

QUESTION NO: 16

When using the Cisco Unified IP IVR in a Cisco Unified Contact Center Enterprise solution, what are three best practices to improve availability of the solution? (Choose three.)

A. Add multiple duplex or redundant Cisco Unified IP IVRs to create a Cisco Unified IP IVR cluster.
B. Use the Cisco Unified IP IVR high-availability option.
C. Use the Cisco Unified Communications Manager call forwarding features on CTI route points and devicesassociated with the Cisco Unified IP IVR.
D. Use Cisco Unified Contact Center Enterprise scripting to control call delivery to Cisco Unified IP

IVRs basedon available trunks or peripheral status.

E. Use default labels in the Cisco Unified Contact Center Enterprise routing scripts.

F. Use default scripts in the Cisco Unified IP IVR.

Answer: C,D,F

Explanation:

QUESTION NO: 17

Which two of the following statements are correct regarding Cisco voice gateways in the Cisco Unified Contact Center Enterprise solution? (Choose two.)

A. Additional call processing is available by using H.323 Tcl scripts and additional dial peers.

B. Additional call processing is available by using MGCP Tcl scripts and additional dial peers.

C. An eight-port T1 card fails in a Catalyst 6500 chassis, which could impact 184 calls using ISDN PRI service.

D. An eight-port T1 card fails in a Catalyst 6500 chassis, which could impact 192 calls using ISDN PRI service.

Answer: A,C

Explanation:

QUESTION NO: 18

Which agent-initiated transfer method is not supported by the Cisco Unified Contact Center Enterprise solution with either Cisco Unified Customer Voice Portal nor Cisco Unified IP IVR?

A. Blind Transfer

B. Warm Transfer

C. Hook Flash Transfer

D. Carrier Services - Two B-Channel Transfer

E. Carrier Services - Transfer Connect or Take Back and Transfer

Answer: C

Explanation:

QUESTION NO: 19

What is the codec requirement when using Cisco Unified Mobile Agent in Cisco Unified Contact

Center Enterprise 7.1.*x*?

A. The CTI ports used to place calls to the agent (remote CTI ports) can use any mix codecs (G.711/G.729),depending on the agent location.
B. The CTI ports used to route new inbound calls to the the agent (local CTI ports) can use any mix codecs(G.711/G.729), depending on the location of the ingress Cisco Voice Gateway.
C. The CTI ports used for both placing calls to the agents (remote CTI ports) and for handling new inboundcalls (local CTI ports) can use any mix of codecs (G.711/G.729), provided that the correct transcodingresources are engaged to match the regions correctly.
D. The CTI ports used for both placing calls to the agents (remote CTI ports) and for handling new inboundcalls (local CTI ports) must all be the same codec (G.711 or G.729).

Answer: D
Explanation:

QUESTION NO: 20

The process of sending pre-call data about a call to a targeted site in the Cisco Unified Contact Center Enterprise solution is known as which of these terms?

A. pre-routing
B. post-routing
C. translation routing
D. event-based routing
E. service control routing

Answer: C
Explanation:

QUESTION NO: 21

Which three features or functionalities does the Cisco Unified Communications Manager provide for the Cisco Unified Contact Center Enterprise solution? (Choose three.)

A. call routing from PSTN gateway to agents
B. CTI data on Cisco Agent Desktop screen pop
C. call routing from PSTN gateway to voice response systems
D. agent, supervisor, and team configuration
E. Extension Mobility for agents
F. hunt groups and pickup groups for Cisco Unified Contact Center Enterprise

Answer: A,C,E
Explanation:

QUESTION NO: 22

How is service-level information obtained in a Cisco Unified Contact Center

Enterprise parent/child model with calls queued at the parent in Cisco Unified Customer Voice Portal?

A. in the parent Cisco Unified ICM system, using services data
B. in the parent Cisco Unified ICM system, using skill group data
C. in the child Cisco Unified Contact Center Enterprise System, using call type data
D. in the child Cisco Unified Contact Center Enterprise System, using services data

Answer: A
Explanation:

QUESTION NO: 23

What is the primary advantage of agent targeting rules in a Cisco Unified Contact Center Enterprise configuration?

A. to eliminate the configuration of agent device target labels
B. to simplify the Cisco Unified Contact Center Enterprise scripting environment
C. to enhance Cisco Unified Contact Center Enterprise agent reporting
D. to allow agents to log into remote devices

Answer: A
Explanation:

QUESTION NO: 24

Why are call types important in the Cisco Unified Contact Center Enterprise system?

A. They replace skill group data for a call.
B. They allow the system to track a call across multiple peripherals.
C. They allow CTI screen-pop data to be sent to agents with the call.