



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

When deploying the Cisco Unified Contact Center Enterprise platform on the Cisco Unified Computing System, each component has a specific performance profile for the virtual CPU and RAM. Match the component to the correct profile

Cisco Unified ICM Call Router with 8000 agents	2 vCPU, 2 GB RAM
Agent Peripheral Gateway with 450 agents	1 vCPU, 2 GB RAM
Administration Server with HDS option	2 vCPU, 4 GB RAM
VRU Peripheral Gateway with 9600 ports and 10 PIMs	4 vCPU, 4 GB RAM

Answer:

When deploying the Cisco Unified Contact Center Enterprise platform on the Cisco Unified Computing System, each component has a specific performance profile for the virtual CPU and RAM. Match the component to the correct profile

Cisco Unified ICM Call Router with 8000 agents	Administration Server with HDS option
Agent Peripheral Gateway with 450 agents	Agent Peripheral Gateway with 450 agents
Administration Server with HDS option	Cisco Unified ICM Call Router with 8000 agents
VRU Peripheral Gateway with 9600 ports and 10 PIMs	VRU Peripheral Gateway with 9600 ports and 10 PIMs

Explanation:

1-3

2-2

3-1

4-4

QUESTION: 127

DRAG DROP

Drag and drop the correct recommended Layer 3 classification for differentiated services code point markings and data flows in the Cisco Unified Contact Center Enterprise solution.

IP voice traffic (RTP)	10
ICM Peripheral Gateway Low Priority Traffic	24
ICM Peripheral Gateway High Priority Traffic	26
Agent desktop CTI traffic	46

Answer:

Drag and drop the correct recommended Layer 3 classification for differentiated services code point markings and data flows in the Cisco Unified Contact Center Enterprise solution.

IP voice traffic (RTP)	Agent desktop CTI traffic
ICM Peripheral Gateway Low Priority Traffic	ICM Peripheral Gateway Low Priority Traffic
ICM Peripheral Gateway High Priority Traffic	ICM Peripheral Gateway High Priority Traffic
Agent desktop CTI traffic	IP voice traffic (RTP)

Explanation:

IP Voice Traffic (RTP) – 46

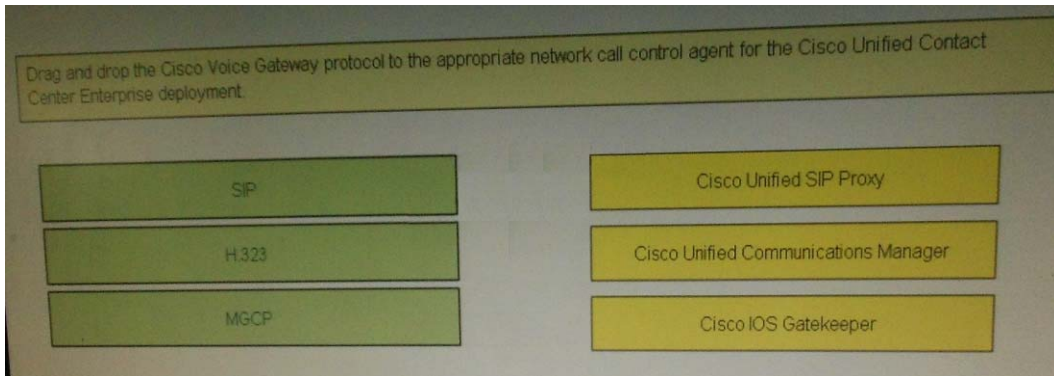
ICM Peripheral Gateway Low Priority Traffic – 24

ICM Peripheral Gateway High Priority Traffic – 26

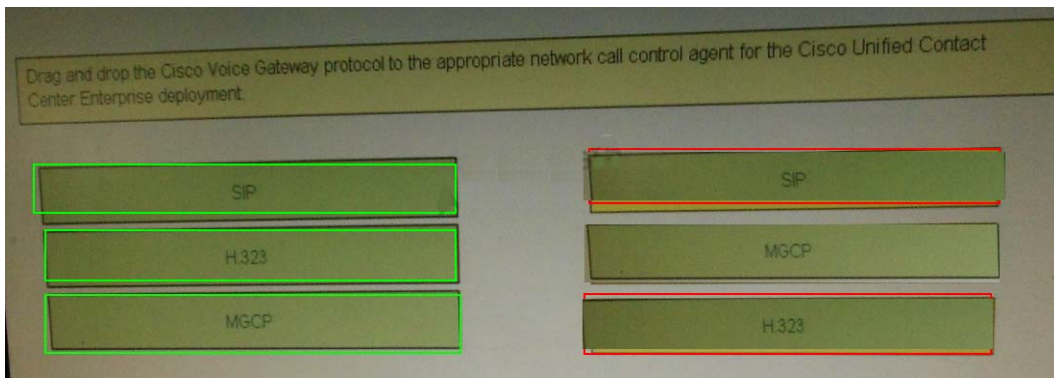
Agent desktop CTI – Traffic - 10

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

Drag and drop the ICM Network Requirement to the appropriate value or setting.

ICM Public Network High Priority Maximum Network Latency (ms)	100 ms
ICM Public Network High Priority QoS DSCP Marking	200 ms
ICM Public Network Low Priority QoS DSCP Marking	1000 ms
ICM Private Network High Priority Maximum Network Latency (ms)	AF11
ICM Private Network Medium Priority Maximum Network Latency (ms)	AF31

Answer:

Drag and drop the ICM Network Requirement to the appropriate value or setting.

ICM Public Network High Priority Maximum Network Latency (ms)	ICM Private Network High Priority Maximum Network Latency (ms)
ICM Public Network High Priority QoS DSCP Marking	ICM Public Network High Priority Maximum Network Latency (ms)
ICM Public Network Low Priority QoS DSCP Marking	ICM Private Network Medium Priority Maximum Network Latency (ms)
ICM Private Network High Priority Maximum Network Latency (ms)	ICM Public Network Low Priority QoS DSCP Marking
ICM Private Network Medium Priority Maximum Network Latency (ms)	ICM Public Network High Priority QoS DSCP Marking

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

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