

# 642-241

## Cisco

### *Unified Contact Center Enterprise Design (UCCED)*

*OfficialCerts.com is a reputable IT certification examination guide, study guides and audio exam provider. We ensure that you pass your 642-241 exam in first attempt and also get high scores to acquire Cisco certification.*

*If you use OfficialCerts 642-241 Certification questions and answers, you will experience actual 642-241 exam questions/answers. We know exactly what is needed and have all the exam preparation material required to pass the exam. Our Cisco exam prep covers over 95% of the questions and answers that may be appeared in your 642-241 exam. Every point from pass4sure 642-241 PDF, 642-241 review will help you take Cisco 642-241 exam much easier and become Cisco certified.*

*Here's what you can expect from the OfficialCerts Cisco 642-241 course:*

- \* Up-to-Date Cisco 642-241 questions as experienced in the real exam.*
- \* 100% correct Cisco 642-241 answers you simply can't find in other 642-241 courses.*
- \* All of our tests are easy to download. Your file will be saved as a 642-241 PDF.*
- \* Cisco 642-241 brain dump free content featuring the real 642-241 test questions.*

*Cisco 642-241 certification exam is of core importance both in your Professional life and Cisco certification path. With Cisco certification you can get a good job easily in the market and get on your path for success. Professionals who passed Cisco 642-241 exam training are an absolute favorite in the industry. You will pass Cisco 642-241 certification test and career opportunities will be open for you.*

<http://tripleamarine.com/?cert=exams.asp?examcode=642-241>



**QUESTION: 1**

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**

**QUESTION: 2**

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.

**Answer: A**

**QUESTION: 3**

What is the impact of using a Call Type node in a routing script for the Cisco Unified Contact Center Enterprise system?

- A. The call type is changed and maintains the old data in the original call type.
- B. The call is reset to the new call type, like a new call with all counters reset to zero.
- C. There is no impact, the call type is only used for the initial script selection process.
- D. The call is reclassified and the system picks a new routing script based on the call type.

**Answer: A**

**QUESTION: 4**

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**

**QUESTION: 5**

What is the recommended way to configure redundant Cisco Unified Communications Manager subscribers for Cisco IP phone registration in a single cluster for the Cisco Unified Contact Center Enterprise solution?

- A. add a redundant device pool to the Cisco Unified CallManager Group configuration
- B. add a second TFTP server to the cluster
- C. add an additional Cisco Unified Communications Manager subscriber to the Cisco Unified Communications Manager Group defined in Device pool of the Cisco IP Phone
- D. use an SRST reference in the device pool

**Answer: C**

**QUESTION: 6**

Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system?

- A. when QoS is enabled on both networks
- B. in cases in which there is gigabit bandwidth between sites
- C. under no circumstances
- D. when the Cisco Catalyst switch has dual power supplies

**Answer: C**

**QUESTION: 7**

In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with two new Admin Workstations as the only AWs at the site. What is the recommended configuration (AW type) for these two machines?

- A. 1 - Primary Distributor AW, 1 - Secondary Distributor AW
- B. 1 - Primary Distributor AW, 1 - Client AW
- C. 1 - Secondary Distributor AW, 1 - Client AW
- D. 2 - Client AWs
- E. 2 - Secondary Distributor AWs
- F. 1 - Primary Client AW, 1 - Secondary Client AW

**Answer:** A

**QUESTION: 8**

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

- A. automatic call distribution
- B. integrated call distribution
- C. interactive voice response system
- D. call switching to agent and Cisco Unified IP IVR

**Answer:** D

**QUESTION: 9**

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 script once the call is terminated in the Cisco Unified IP IVR

## OfficialCerts.com Certification Exam Full Version Features;

- Verified answers researched by industry experts.
- Exams **updated** on regular basis.
- Questions, Answers are downloadable in **PDF** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams we offer;

<http://www.officialcerts.com/allexams.asp>

To contact our Support;

<http://www.officialcerts.com/support.asp>

View FAQs

<http://www.officialcerts.com/faq.asp>

Download All Exams Samples

<http://www.officialcerts.com/samples.asp>

To purchase Full Version and updated exam;

<http://www.officialcerts.com/allexams.asp>



Shop now using **PayPal**



3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	Google	

*You have made the*  
**Right Choice**

You are becoming member of most comprehensive, accurate, highest quality and lowest cost certification resource in the world.

