

642-241

Cisco

Unified Contact Center Enterprise Design (UCCED)

Visit: <http://www.pass4sureofficial.com/exams.asp?examcode=642-241>

Pass4sureofficial.com is a reputable IT certification examination guide, study guides and audio exam provider, we not only ensure that you pass your 642-241 exam in first attempt, but also you can get a high score to acquire Cisco certification.

If you use pass4sureofficial 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. All the Questions/Answers are taken from real exams.

Here's what you can expect from the Pass4sureOfficial Cisco 642-241 course:

- * Up-to-Date Cisco 642-241 questions taken from 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.



Question: 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

Question: 2

Which of the following Cisco Unified Customer Voice Portal call-flow models does not require a Cisco IOS-based 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 Unified Customer Voice Portal Queue, Collect, and Self-Service

Answer: B

Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

Question: 9

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

- A. agent login

Pass4SureOfficial.com Lifetime Membership Features;

- Pass4SureOfficial Lifetime Membership Package includes over **2500** Exams.
- **All** exams Questions and Answers are included in package.
- **All** Audio Guides are included **free** in package.
- **All** Study Guides are included **free** in package.
- **Lifetime** login access.
- Unlimited download, no account expiry, no hidden charges, just one time \$99 payment.
- **Free updates** for Lifetime.
- **Free Download Access** to All new exams added in future.
- Accurate answers with explanations (If applicable).
- Verified answers researched by industry experts.
- Study Material **updated** on regular basis.
- Questions, Answers and Study Guides are downloadable in **PDF** format.
- Audio Exams are downloadable in **MP3** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams (Q&A) downloads

<http://www.pass4sureofficial.com/allexams.asp>

View list of All Study Guides (SG) downloads

<http://www.pass4sureofficial.com/study-guides.asp>

View list of All Audio Exams (AE) downloads

<http://www.pass4sureofficial.com/audio-exams.asp>

Download All Exams Samples

<http://www.pass4sureofficial.com/samples.asp>

To purchase \$99 Lifetime Full Access Membership click here

<http://www.pass4sureofficial.com/purchase.asp>

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	SNIA	

