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QUESTION 7

To maintain end-to-end reporting context, when an agent transfers a call to another ICM Skill Group, to which Cisco Unified Communications Manager configuration object should the call be transferred?

- A. route pattern
- B. agent IP phone
- C. CTI route point
- D. translation pattern
- E. translation route

Answer: C

QUESTION 8

A Cisco Unified Contact Center Enterprise solution is designed with geographic redundancy for the central controllers (with separate call routers and loggers). If Call Router Side A has device majority and its Ethernet private network NIC fails, which two events occur? (Choose two.)

- A. The Call Router Side B stays active, while the Call Router Side A goes idle.
- B. The Call Router Side A stays active, while Call Router Side B goes idle.
- C. There is no ability to make ICM configuration changes.
- D. Both sides go out of service for small period of time, Call Router Side A goes active, and Call Router Side B goes idle.
- E. The system operates as it did prior to failure.

Answer: BC

QUESTION 9

Which failure scenario in the Cisco Unified Contact Center Enterprise solution stops all processing and routing of contact center calls?

- A. ICM Call Router Side A fails at the same time that ICM Logger Side A fails.
- B. ICM Call Router Side A fails at the same time that ICM Logger Side B fails.
- C. ICM Call Router Side B fails at the same time that ICM Logger Side A fails.
- D. ICM Call Router Side B fails at the same time that ICM Logger Side B fails.
- E. ICM Call Router Side A fails at the same time that ICM Call Router Side B fails.
- F. ICM Logger Side A fails at the same time that ICM Logger Side B fails.

Answer: E

QUESTION 10

Which two statements about the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model are true? (Choose two.)

- A. With Cisco Unified Computing System C-Series Servers, you must deploy dual SAN on each data center.
- B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.
- C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP Phone connections if they are using Cisco Finesse.
- D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.
- E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Answer: BE

QUESTION 11

Which three statements about QoS in a Cisco Unified Intelligent Contact Management solution are true? (Choose three.)

- A. In a Cisco Unified Intelligent Contact Management network, if the traffic is marked in the ICM, QoS trust needs to be enabled on access-layer routers and switches.
- B. The high priority queue for the private network should be granted 90 percent of total available bandwidth.
- C. The high priority queue for the private network should be granted 75 percent of total available bandwidth.
- D. The high priority queue for the private network should be granted 65 percent of total available bandwidth.
- E. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is no longer necessary.
- F. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is still necessary.

Answer: ABE

QUESTION 12

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

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