



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which two primary factors affect bandwidth sizing between a Cisco Unified Intelligence Center server and client? (Choose two.)

- A. number of historical reports the user is running concurrently
- B. number of concurrent agents logged on to Cisco Unified Intelligence Center
- C. number of historical database servers in the deployment
- D. number of real-time reports the user is running concurrently
- E. total ECC variables in bytes

Correct Answer: AD

QUESTION 2

Which two features does the SIP Proxy provide when deployed with Cisco UCCE, Cisco Unified CVP? (Choose two.)

- A. demarcation point between networks
- B. centralized dial plan
- C. SIP VXML voice browser
- D. N+1 or N:N redundancy
- E. load balancer for HTTP and SIP

Correct Answer: BD

QUESTION 3

Which three statements about the Cisco Unified Customer Voice Portal Post Call Survey are true? (Choose three.)

- A. For reporting purposes, the Post Call Survey call has the same CallGUID and call context as the original inbound call.
- B. For reporting purposes, the Post Call Survey call has the ICM Router Key and call context from the original inbound call.
- C. The call context for the Post Call Survey includes all contexts up to the point where the call is transferred to the agent. Context that the agent creates after the transfer is not included in the Post Call Survey context.
- D. This feature lets you configure a call flow that, after the caller disconnects from the agent, optionally sends the call to a dialed number configured for a Post Call Survey.
- E. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the reporting server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.



F. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the call server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.

Correct Answer: ACF

QUESTION 4

Which three features does Cisco Unified Border Element provide when Cisco Unified CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)

- A. Silent Monitor inbound voice calls
- B. secure communication using flow around mode
- C. NAT for address hiding
- D. normalize SIP messages using SIP profiles
- E. record calls by forking the media using build-in-bridge
- F. demarcation point between networks

Correct Answer: CDF

QUESTION 5

Which three statements about the high availability of Cisco Unified Intelligent Contact Management central controller are valid? (Choose three.)

- A. If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN.
- B. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully.
- C. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side A.
- D. If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.
- E. There is no impact on call processing during a Cisco Unified ICM Logger failure.
- F. If the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.
- G. If ICM Logger side B fails, the ICM Router side B cannot send real-time and historical info to logger side A.

Correct Answer: AEF

QUESTION 6



Which are the three minimum components required in a Cisco Unified CVP VXML "standalone" deployment model? (Choose three.)

- A. Cisco Unified CVP reporting server
- B. Cisco Unified CVP Call Studio
- C. Cisco Unified CVP VXML Server
- D. VXML virtual voice browser
- E. VRU peripheral gateway
- F. egress voice gateway

Correct Answer: BCF

QUESTION 7

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.

Correct Answer: BC

QUESTION 8

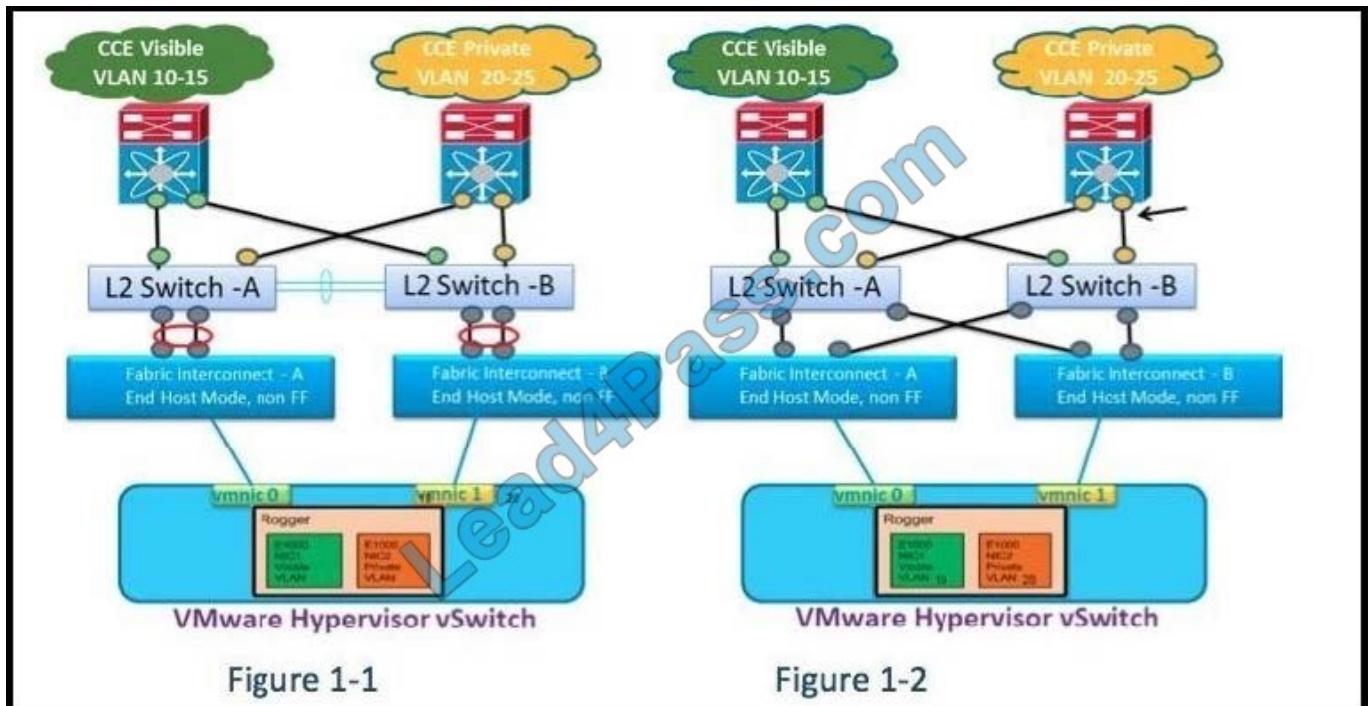
Under which circumstance(s), can the Public/Visible network share the WAN with the Private network in the Cisco UCCE Clustering over the WAN deployments?

- A. SONET WAN with multiple edge devices per Data Center to connect to the SONET ring
- B. under no circumstances
- C. MPLS WAN with a single edge device per Data Center that connects to multiple 1 Gbps WAN circuits and the failover between the WAN circuits is less than 500 ms.
- D. MPLS WAN with multiple 1 Gbps WAN circuits and a fast 100 ms Round Trip latency between Data Centers

Correct Answer: B



QUESTION 9



Refer to the exhibit. Which option describes Cisco Unified CCE on the UCS B Fabric Interconnection pair to the upstream network connectivity?

- A. Have a straight links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-1.
- B. Have a cross-connect links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-2.
- C. Any of the design options can be deployed with Cisco Unified CCE, but only one of those two options can be deployed within the entire solution.
- D. Both design options can be deployed with Cisco Unified CCE and you can include both design options within the solution.

Correct Answer: B

QUESTION 10

Which two statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose two.)

- A. In Whisper Announcements, wave files must match Cisco Unified CVP encoding and format requirements (G.711, CCITT A-Law 8 kHz, 8 bit, mono).
- B. The maximum play time for a Whisper Announcement is subject to a timeout (default 45 sec).
- C. A maximum of two Whisper Announcements can play for each call.
- D. In Whisper Announcements, wave (.wav) is the only supported file type.
- E. While a Whisper Announcement is playing, the agent can put the call on hold.



Correct Answer: AD

QUESTION 11

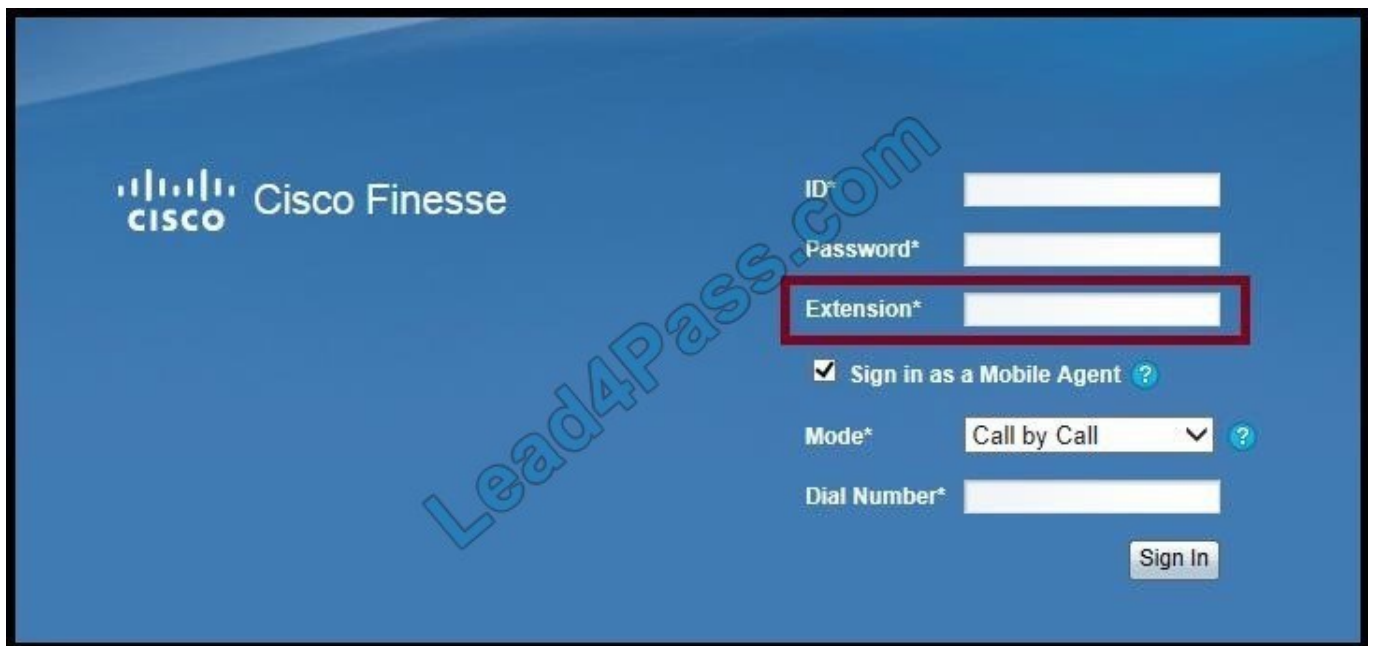
Which two features does Cisco Finesse provide as an out-of-the-box agent desktop? (Choose three.)

- A. desktop for third-party ACD
- B. phonebooks and workflows
- C. content sharing gadget
- D. basic call control (answer, hold, retrieve, end, and make call)
- E. agent historical reports

Correct Answer: BD

QUESTION 12

Refer to the exhibit.



In Cisco Finesse 10.0(x), when agents login into the desktop as a Mobile Agent, which number is used in the highlighted Extension field?

- A. the local CTI port dialed number
- B. the remote CTI port dialed number
- C. agent PSTN number (accessible from CUCM/GW)
- D. agent ID



E. agent reservation script dialed number

Correct Answer: A

QUESTION 13

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.

Correct Answer: ABE

QUESTION 14

Which type of MTP is supported with Cisco Unified Mobile Agent?

- A. MTP Pass-Through
- B. MTP No Pass-Through
- C. MTP Pass-Around
- D. MTP No Pass-Around

Correct Answer: B

QUESTION 15

In Cisco UCCE, what is the reference design for vmnic configuration on UCS Tested Reference Configuration (TRCs)?

- A. An active-standby scheme
- B. With UCS B, use only active-active scheme with Fabric Interconnect switch (FI)
- C. Either Mode (active-active or active-standby) with Nexus 1000v
- D. An active-active non-failover ride scheme



Correct Answer: B

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