

500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

The Cisco Finesse supervisor features extend the agent desktop with additional gadgets. Which three additional features are provided? (Choose three.)

- A. team performance gadget to view agent status
- B. queue statistics gadget to view queue (skill group) statistics for the supervisor's queues
- C. Cisco Unified Communications Manager Remote Silent Monitoring
- D. barge-in and intercept
- E. gadget to park calls
- F. transcoder gadget for recording

Correct Answer: ABD

QUESTION 2

Which two statements about a Contact Center Enterprise solution in virtualized environment are true? (Choose two.)

- A. UCS B/C series NIC teaming is supported.
- B. 10/100 NIC speeds are supported.
- C. Gigabit Ethernet Auto Negotiation is optional for NIC and switch.
- D. 802.1Q uplinks to VMware hosts must not be configured for host/edge spanning-tree forwarding.

Correct Answer: AC

QUESTION 3

When using microapps, which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode?

- A. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
- B. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway
- C. SIP Trunk, ICM: CVP Type 7 VRU and Network VRU labels, VXML Gateway
- D. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: D

QUESTION 4

In the Cisco Unified Contact Center Enterprise Outbound Option with SIP Dialer, which two Dialing Modes apply to Transfer to IVR based campaigns? (Choose two.)

- A. Preview dialing mode
- B. Direct Preview dialing mode
- C. Progressive dialing mode
- D. Predictive dialing mode
- E. Callback mode

Correct Answer: CD

QUESTION 5

You deploy Cisco Unified Contact Center Enterprise on a Cisco UCS C-Series Server and Unified Contact Center Enterprise is split over WAN with a dedicated WAN circuit for United CCE private traffic. Which two statements about QoS are true? (Choose two.)

- A. You disable QoS because it is not needed, and the Cisco UCS C-Series Server includes multiple NICs and dedicated NICs for certain VM traffic environment.
- B. You enable QoS for United CCE on Cisco UCS C-Series VMware-based environment.
- C. You disable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- D. You enable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- E. You enable QoS only for United CCE on third-party spec-based, VMware-based environment.

Correct Answer: BD

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