

500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

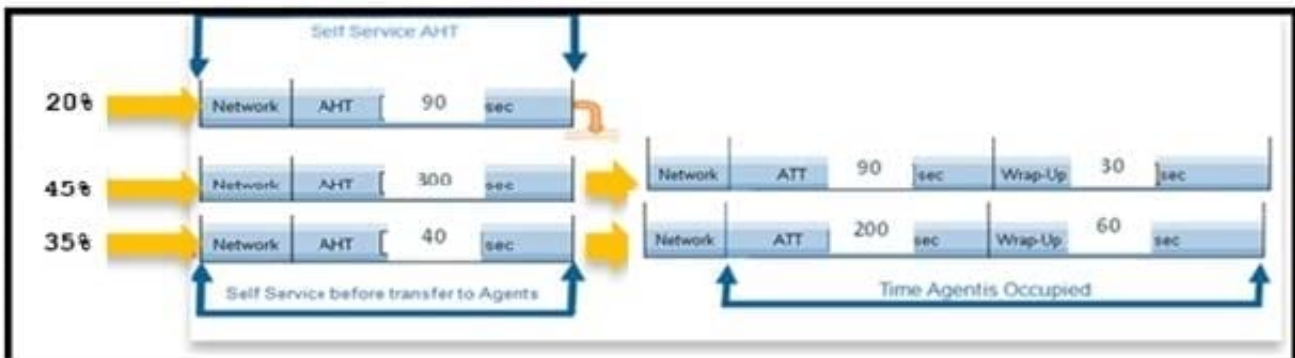
A customer has a remote site with 100 agents, and the remote site only has SRST for E.911. 50% of the supervisors are located at HQ where the data center is. The agents to supervisor ratio is 10%. The customer requires that supervisors from any remote site can record and silent monitor active calls. With BW design consideration, how many minimum RTP streams are needed between the data center and agent remote sites?

- A. 300 RTP streams
- B. 150 RTP streams
- C. 110 RTP streams
- D. 120 RTP streams

Correct Answer: C

QUESTION 2

Refer to the exhibit.



Which includes three inbound call flows with their respective average handle times. The deployment includes Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, Cisco Unified Communication Manager, and Cisco Unified Border Element. The customer needs to record all agent conversations with callers. What is the minimum average handle time needed to determine how many recording ports are required?

- A. 290.0 seconds
- B. 259.5 seconds
- C. 146.9 seconds
- D. 117.5 seconds

Correct Answer: C

QUESTION 3

Which three statements about the Cisco Unified CVP Post Call Survey (PCS) are true? (Choose three.)

- A. The mapping of a dialed number pattern to a PCS number enables the PCS feature for the call
- B. PCS lets you schedule a call to the caller at a later time
- C. For reporting purposes, the PCS call has the same call key information
- D. The value of the user.microapp. is PCS controls whether the call is transferred to the PCS number
- E. SIP REFER call flow is required to trigger PCS
- F. The call context for the PCS includes GUID and all context 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 PCS context

Correct Answer: ADF

QUESTION 4

In Cisco Finesse 10.0(x), a supervisor has the capability to Monitor, Intercept, and Barge an agent call. Under which condition can a supervisor successfully intercept the call?

- A. after a supervisor has started monitoring a call
- B. after a supervisor has barged into a call
- C. after a supervisor has selected a talking agent for monitoring
- D. after a supervisor has conferenced into a call
- E. after a supervisor has transferred the call

Correct Answer: B

QUESTION 5

Which three benefits does a Cisco Unified Contact Center Enterprise centralized deployment with small agents branch provide? (Choose three.)

- A. It requires only a small data switch and router, IP phones, and agent desktops at remote sites for a few agents.
- B. It requires only limited system and network management skills at remote sites.
- C. Small remote branches require PSTN and SIP trunks, in addition to the ones needed for local POTS lines for emergency services (911) in the event of a WAN link loss.
- D. PSTN trunks for incoming traffic connect to data centers for efficiency.
- E. It does not use VoIP WAN bandwidth when an agent is answering the call.
- F. Calls extend over the WAN only while calls are in queue.

Correct Answer: ABD

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