500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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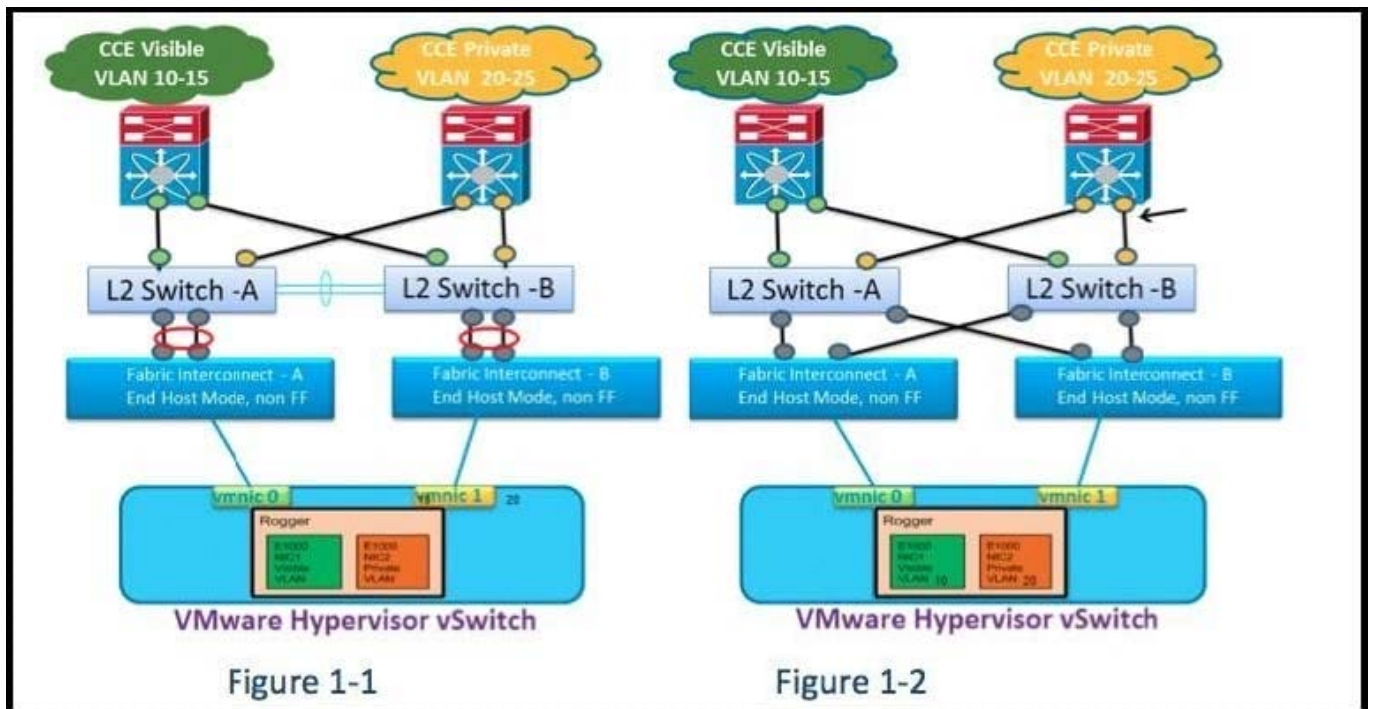⚙ **365 Days** Free Update

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QUESTION 1

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 2

Figure 1-1   Figure 1-2

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 3

Which two options are the maximum number of concurrent reports supported by CUIC? (Choose two.)

A. Up to maximum agent capacity for historical report using live data

B. 100 concurrent Historical reports

C. 800 concurrent Real-time reports

D. 400 concurrent Real-time reports

E. 400 concurrent Historical reports

Correct Answer: AD

QUESTION 4

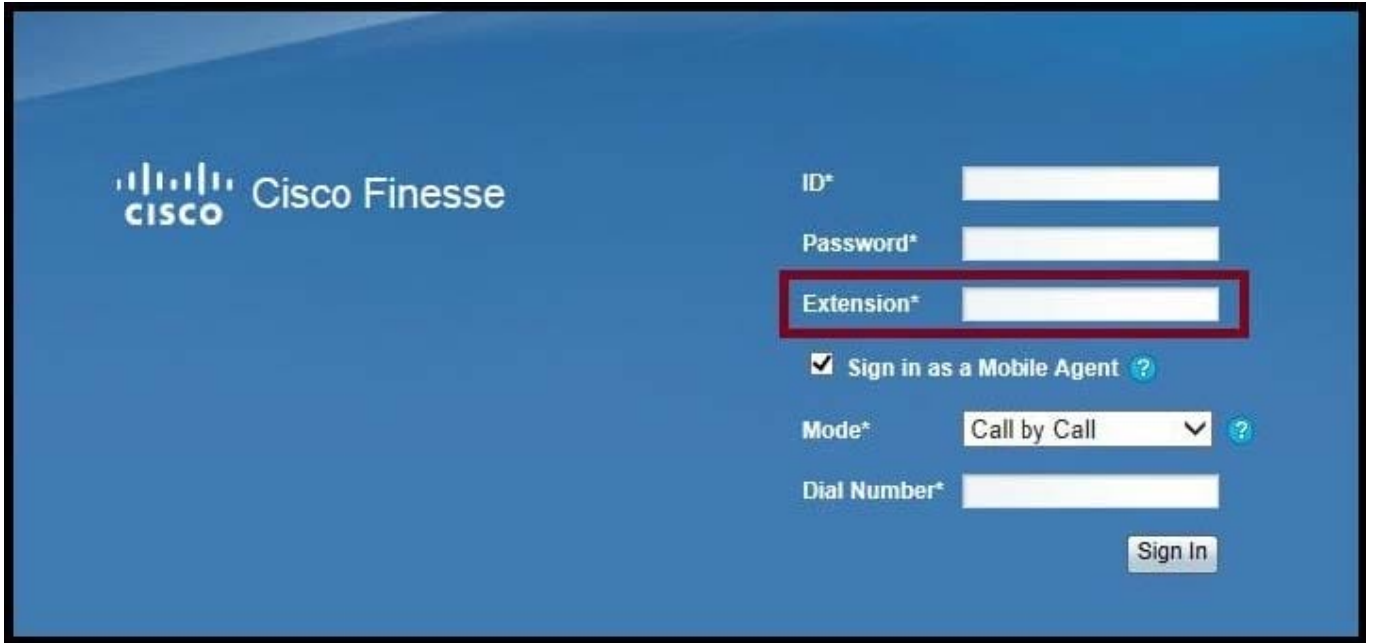In Cisco Finesse, which two workflow action types can be configured via the administration page? (Choose two.)

A. HTTP Request

B. Timer Action

C. Scheduled Call Back

D. Browser Pop

E. Run Macro

Correct Answer: AD

QUESTION 5

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

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