

500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

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 3

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 4

In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with two new Admin Workstations as the only AWs at the site. Which option is the recommended configuration (AW type) for these two machines?

- A. 1 - Primary Distributor AW, 1 - Secondary Distributor AW
- B. 1 - Primary Distributor AW, 1 - Client AW
- C. 1 - Secondary Distributor AW, 1 - Client AW
- D. 2 - Client AWs
- E. 2 - Secondary Distributor AWs
- F. 1 - Primary Client AW, 1 - Secondary Client AW

Correct Answer: A

QUESTION 5

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.

Correct Answer: E

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