600-455^{Q&As}

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Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which three WAN/MAN configurations are valid in the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model? (Choose three.)

A. A highly available visible network WAN/MAN/DWDM and a dedicated private network WAN.

B. A highly available MPLS WAN shared by the visible and private networks with a 2 second convergence time.

C. A highly available MPLS WAN shared by the visible and private networks where the private network is pinned to a single path and the visible network aligned to an alternate path failing to the private network path as redundant link with QoS and bandwidth provisioning.

D. A highly available DWDM/CWDM network shared by the visible and private networks with a sub-500 ms convergence time.

E. All traffic is converged on a single MPLS network by using appropriate QoS markings and settings to ensure latency and bandwidth requirements.

F. A highly available DWDM/CWDM network shared by the visible and private networks with 1500 ms convergence time.

Correct Answer: ACD

QUESTION 2

With Cisco Unified Contact Center Enterprise, what is the maximum number of skill groups in a Cisco Finesse Queue gadget?

A. 100

B. 15

C. 50

D. 20

Correct Answer: C

QUESTION 3

The Cisco Finesse in a Cisco Unified Contact Center Enterprise deployment includes the Tomcat service. Which three applications does the Tomcat service contain? (Choose three.)

A. Finesse desktop application

B. Finesse REST API

C. Finesse VXML applications

D. Finesse HTTP server

E. Finesse administration application

F. Finesse CTI Object application

Correct Answer: ABE

QUESTION 4

Which option describes the impact of co-loading the Cisco Unified Outbound SIP Dialer on the same servers as the agent peripheral gateway in the Cisco Unified Contact Center Enterprise?

A. Cisco Unified Outbound Dialer does not reduce agent capacity on the peripheral gateway server.

B. Cisco Unified Outbound Dialer reduces agent capacity by a factor of four--each outbound port is equivalent to four agents on the peripheral gateway.

C. Cisco Unified Outbound Dialer reduces agent capacity by a factor of 1.33--each outbound port is equivalent to 1.33 agents on the peripheral gateway.

D. Cisco Unified Outbound Dialer reduces agent capacity by a factor of 15--each outbound port is equivalent to 15 agents on the peripheral gateway.

Correct Answer: C

QUESTION 5

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

A. Silent Monitor inbound voice calls

B. secure communication using flow around mode

C. load balancing outbound calls

D. normalize SIP messages using SIP profiles

E. record calls by forking the media

Correct Answer: CD

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