



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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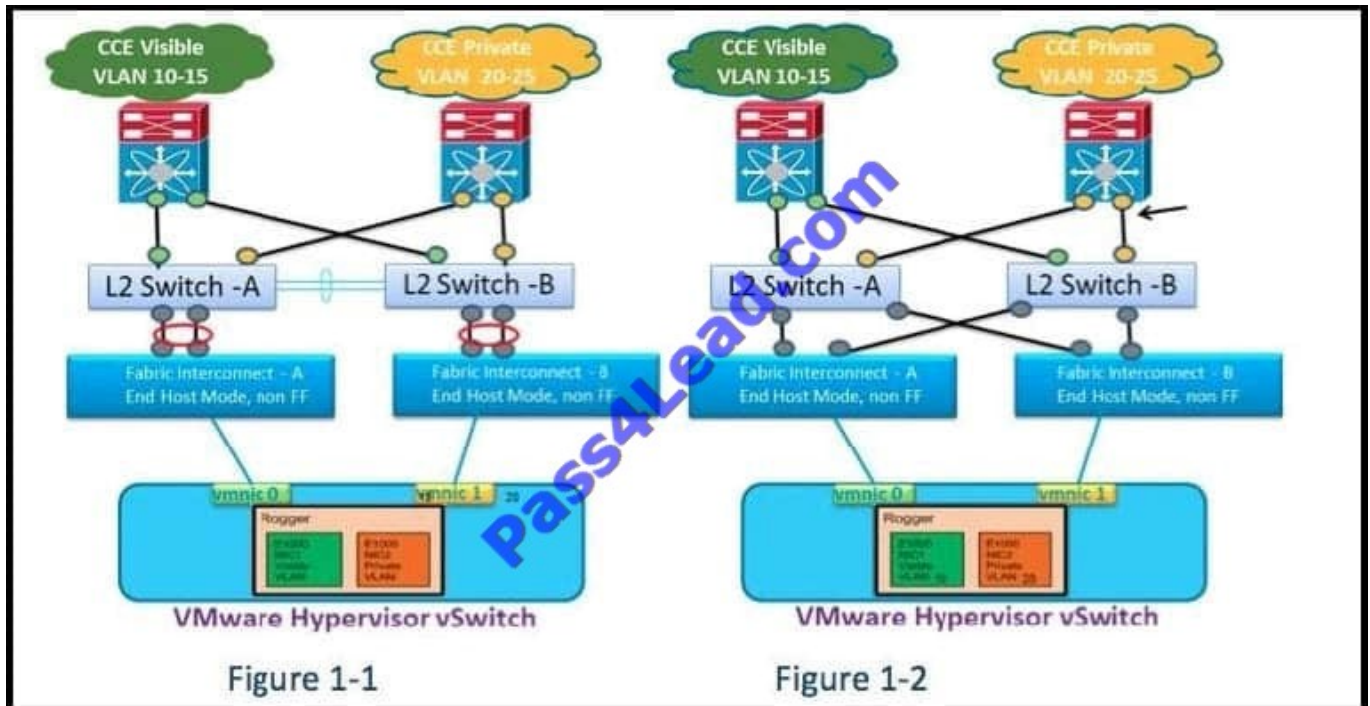
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QUESTION 1



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 2

Which attribute can be created in Cisco Unified Contact Center Enterprise Precision Routing?

- A. Boolean or proficiency
- B. string or integer
- C. Boolean or integer
- D. proficiency or array



Correct Answer: A

QUESTION 3

Which VMware feature is supported for use with Cisco Unified Contact Center Enterprise (UCCE)?

- A. VMware vMotion
- B. VMware distributed vSwitch
- C. VMware consolidated backup
- D. VMware snapshots E. vDisk thick provisioning

Correct Answer: E

QUESTION 4

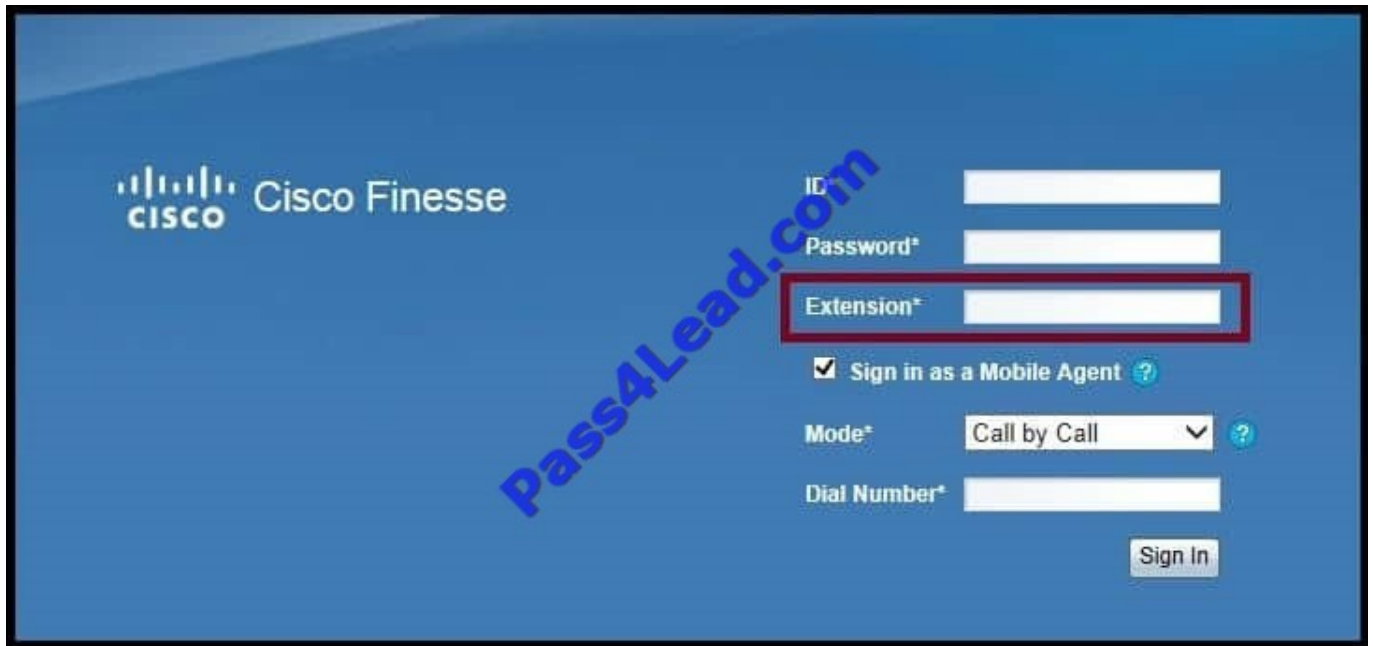
In a Cisco Finesse 10.0(x) deployment, primary and secondary nodes can be installed on separate domains. Which two requirements must be met for the pair to work properly? (Choose two.)

- A. Each Cisco Finesse server should be able to perform DNS lookup of the other server using fully qualified domain name.
- B. Primary and secondary Cisco Finesse servers should only communicate with IP address.
- C. All Cisco Finesse clients should be able to perform DNS lookups of the Cisco Finesse servers using the FQDN.
- D. All Cisco Finesse clients should connect to the server with IP address.
- E. All Cisco Finesse clients should be local to the Cisco Finesse servers.

Correct Answer: AC

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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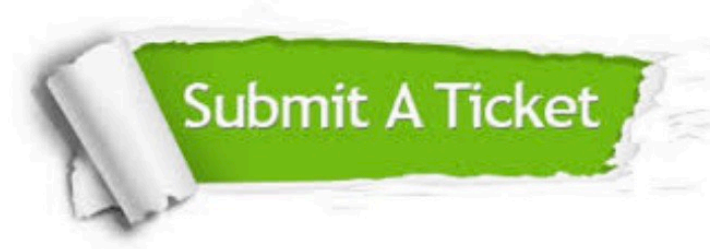
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