



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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**QUESTION 1**

In a Cisco Finesse 10.0(x) deployment, which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop? (Choose two.)

- A. digital certificate
- B. certificate authority certificate
- C. domain validation certificate
- D. self-signed certificate
- E. root certificate

Correct Answer: BD

QUESTION 2

Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system?

- A. when QoS is enabled on both networks
- B. in cases in which there is gigabit bandwidth between sites
- C. under no circumstances
- D. when the Cisco Catalyst switch has dual power supplies

Correct Answer: C

QUESTION 3

In the congestion control feature of Cisco Unified Contact Center Enterprise, which four options handle the calls that are to be throttled? (Choose three.)

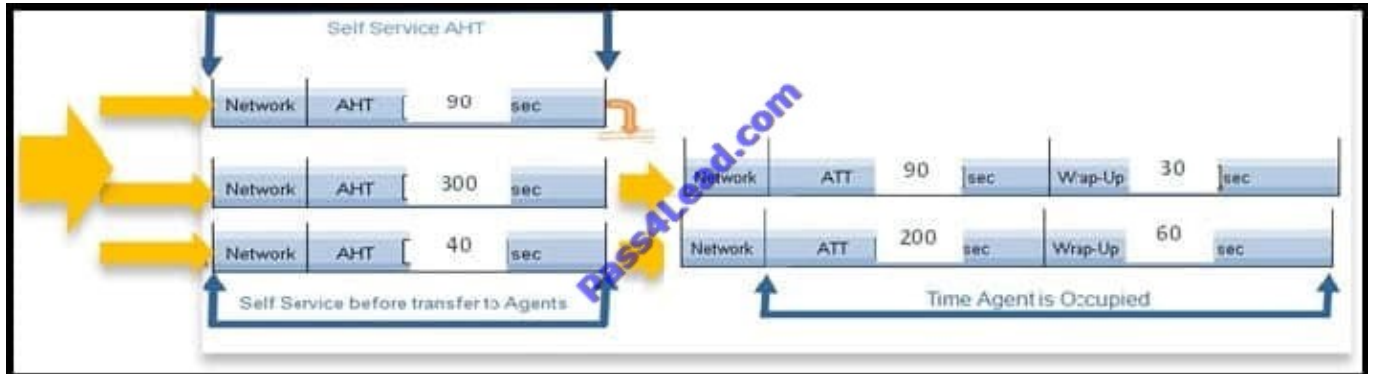
- A. Transfer the call to the Cisco Unified Communications Manager hunt group.
- B. Queue the call and play a message, then release the call.
- C. Treat the call with System Default Label.
- D. Terminate the call with a Dialog Fail or RouteEnd.
- E. Transfer calls to an available IVR port.
- F. Send a Release Message to the routing client.
- G. Offer Courtesy Callback to the caller, then terminate the call.



Correct Answer: CDF

QUESTION 4

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 5

Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

- A. SIP REFER label and SigDigits
- B. SIP REFER with ICM router requery
- C. SIP REFER with ICM script Send To VRU node
- D. SIP REFER with custom SIP header
- E. SIP REFER with routing label "rfxxxx" and standalone Cisco Unified CVP with ICM Lookup label
- F. SIP REFER with ECC variable user.sip.transfer

Correct Answer: ACD



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