

500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Refer to the exhibit.

Queue Statistics									
Queue Name ▲	#Calls	Max Time	Ready	Not ready	Active			Wrap up	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
First_PQ	0	00:00:00	0	1	0	0	0	0	0
skillgroup 1	0	00:00:00	0	1	0	0	0	0	0
skillgroup 2	0	00:00:00	0	1	0	0	0	0	0
skillgroup 3	0	00:00:00	0	1	0	0	0	0	0

In a Cisco Finesse 10.0(x) deployment, in Supervisor Gadget under the Queue Statistics pane, which option describes what the Other column represents?

- A. number of agents assigned to the queue who are on inbound calls
- B. number of calls handled by the agents associated with that queue
- C. number of agents assigned to the queue who are on outbound calls
- D. number of agents assigned to the queue who are on internal consult calls

Correct Answer: D

QUESTION 2

In Cisco Unified Contact Center Enterprise Outbound option with SIP Dialer, which two campaign modes require a dialer port to place a call? (Choose two.)

- A. Direct Preview dialing mode
- B. Progressive dialing mode
- C. Predictive dialing mode
- D. Transfer to IVR dialing mode
- E. Courtesy Callback Dialing mode

Correct Answer: BC

QUESTION 3

In the Cisco Unified Contact Center Enterprise Outbound Option with SIP Dialer, in which order does the Campaign Manager process perform record queries to send them to Dialer for dialing?

- A. pending contacts, callbacks, retries
- B. callbacks, retries, pending contacts
- C. retries, callbacks, pending contacts
- D. pending contacts, pending callbacks, pending retries

Correct Answer: B

QUESTION 4

Which two statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose two.)

- A. In Whisper Announcements, wave files must match Cisco Unified CVP encoding and format requirements (G.711, CCITT A-Law 8 kHz, 8 bit, mono).
- B. The maximum play time for a Whisper Announcement is subject to a timeout (default 45 sec).
- C. A maximum of two Whisper Announcements can play for each call.
- D. In Whisper Announcements, wave (.wav) is the only supported file type.
- E. While a Whisper Announcement is playing, the agent can put the call on hold.

Correct Answer: AD

QUESTION 5

Which three statements about the Cisco Unified Customer Voice Portal Post Call Survey are true? (Choose three.)

- A. For reporting purposes, the Post Call Survey call has the same CallGUID and call context as the original inbound call.
- B. For reporting purposes, the Post Call Survey call has the ICM Router Key and call context from the original inbound call.
- C. The call context for the Post Call Survey includes all contexts up to the point where the call is transferred to the agent. Context that the agent creates after the transfer is not included in the Post Call Survey context.
- D. This feature lets you configure a call flow that, after the caller disconnects from the agent, optionally sends the call to a dialed number configured for a Post Call Survey.
- E. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the reporting server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.
- F. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the call server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.

Correct Answer: ACF

QUESTION 6

Which three statements about the high availability of Cisco Unified Intelligent Contact Management central controller are valid? (Choose three.)

- A. If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN.
- B. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully.
- C. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side A.
- D. If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.
- E. There is no impact on call processing during a Cisco Unified ICM Logger failure.
- F. If the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.
- G. If ICM Logger side B fails, the ICM Router side B cannot send real-time and historical info to logger side A.

Correct Answer: AEF

QUESTION 7

Which statement about when you deploy Cisco UCCE 12,000 agent deployment model where each physical CPU core is mapped 1-1 with a vCPU is true?

- A. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as the total CPU reservations are within 65 percent of the available CPU of the host (there is spare room in CPU computing resources).
- B. You cannot overload/over-subscribe the vCPU/cores on the UCS servers even if you do not oversubscribe the computing resources in MHz on each server host.
- C. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as the memory reservations are within 80% of the available memory of the host.
- D. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as you do not oversubscribe the computing resources in MHz on each server host.

Correct Answer: B

QUESTION 8

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

- A. load balancing outbound calls
- B. secure communication using flow around mode

- C. normalize SIP messages using SIP profiles
- D. Silent Monitor inbound voice calls
- E. record calls by forking the media

Correct Answer: AC

QUESTION 9

Which option describes the impact of using a Requalify Call node in a routing script for the Cisco Unified Contact Center Enterprise system?

- A. The call type is changed and continues the current script execution.
- B. The call is reset to the new call type, like a new call with all counters reset to zero.
- C. There is no impact, and the call type is used only for the initial script selection process.
- D. The call is reclassified and the system executes a new routing associated with that call type.

Correct Answer: D

QUESTION 10

In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with new redundancy requirements for Administration. Which option is the recommended configuration?

- A. 1 - Primary AW, 1 - Secondary AW
- B. 1 - Primary AW, 1 ?Administration Client
- C. 1 - Secondary AW, 1 ?Administration Client
- D. 2 - Primary Administration Client, 1 - Secondary Administration Client

Correct Answer: A

QUESTION 11

Which Cisco Unified Customer Voice Portal Call Studio scripts are allowed to be modified for the Courtesy Callback feature?

- A. BillingQueue, Callback Engine, CallbackEntry, CallbackQueue, CallbackWait
- B. Billing, Callback Engine, CallbackEntry, CallbackQueue, CallbackWait
- C. BillingQueue, Callback Engine, CallbackEntry, CallbackBilling, CallbackWait
- D. BillingQueue, CallbackEntry, CallbackWait

E. BillingQueue, Callback Engine, CallbackEntry

F. Billing, CallbackEntry, CallbackWait

Correct Answer: D

QUESTION 12

When you deploy Cisco Unified CCE on Cisco UCS C-Series Servers, which statement about the connectivity of the upstream switches is true?

A. You can connect the Cisco UCS C-Series Servers to stacked Layer 2 switches (having multiple Layer 2 switches for HA but in a stackable configuration).

B. You can connect to two or more Layer 2 upstream switches.

C. You can connect to only one Layer 2 upstream switch per Cisco UCS C-Series Server.

D. Cisco UCS C-Series Server does not support Layer 2 upstream switches.

Correct Answer: B

QUESTION 13

Which option initiates Test Other Side in the Cisco Contact Center Enterprise solution?

A. Side A OPC

B. Side A MDS

C. Side B OPC

D. Side B MDS

E. OPC with disabled clock

F. MDS with the disabled clock

Correct Answer: F

QUESTION 14

In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement about the Cisco Unified Communications Manager peripheral gateway duplex pair is true?

A. Each side of the peripheral gateway pair (side A and side B) must be configured to point to a local and a remote CTI Manager across the WAN from the PG location.

B. The peripheral gateway private network may be shared with any other private connections-- peripheral gateways or call routers/loggers.

C. The peripheral gateway may use the highly available WAN connection between the sites (visible network) for all traffic--visible and private.

D. The peripheral gateways must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

Correct Answer: B

QUESTION 15

Which two statements about combining IP telephony and Cisco Unified Contact Center Enterprise Extensions on the same IP phone are true? (Choose two.)

A. Cisco Unified CCE supports only one agent ACD line on the IP phone.

B. The ACD line on the IP phone may have voicemail or call forwarding defined.

C. In a typical call center, the ACD line is the first line on the phone to make it easier for the agent to forward inbound ACD calls.

D. The agent state changes based on the activity of the ACD line.

E. If the agent picks up the phone to place a call, the agent is put into ready mode.

Correct Answer: AD

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