

500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

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 3

In a Cisco Unified Contact Center Enterprise deployment, which two options are the roles of the Administration and Data Servers? (Choose two.)

- A. administration server
- B. real-time data server

- C. analytical server
- D. recording server
- E. static server
- F. performance server

Correct Answer: AB

QUESTION 4

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 5

Which three system responses are valid if the Cisco Unified Contact Center Enterprise (centralized deployment with remote branches) and the remote branch lose the public network connection to both of the data centers? (Choose three.)

- A. The local voice gateway detects the failure of the communications path. The voice gateway goes into SRST mode to provide local dial-tone functionality.
- B. With Cisco Unified CVP, the voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then executes local bootstrap TCL script, answers the call, and forwards it to the hunt group.
- C. The active call that arrived at the local PSTN connection and was answered by agent at that site remains active, however, the agent peripheral gateway loses access to the call and creates a TCD record.
- D. The Cisco Finesse server detects the loss of connectivity to the agent desktop and automatically signs the agent out of the system.
- E. With Cisco Unified CVP, the voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then connects to the communication manager cluster to provide local dial-tone functionality.

Correct Answer: ACD

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