500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which three components are required in a Cisco Unified CVP VXML "standalone" server deployment model? (Choose three.)

A. Cisco Unified CVP Call Studio

B. Cisco Unified CVP VXML Server

C. Cisco Unified CVP reporting server

D. load balancer

E. ingress voice gateway

F. egress voice gateway

G. VRU peripheral gateway

Correct Answer: ABE

QUESTION 2

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 3

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 4

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

A. Treat the call with Dialed Number Default Label.

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.

H. Transfer the call to the Cisco Unified Communications Manager hunt group.

Correct Answer: ACDF

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. 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

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