

## 500-440<sup>Q&As</sup>

Designing Cisco Unified Contact Center Enterprise (UCCED)

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**QUESTION 1**

Which two statements about Cisco Unified Mobile Agents are true? (Choose two.)

- A. An additional voice gateway is required for Silent Monitoring.
- B. They extend and connect.
- C. They perform call control features (example: Hold/Conference/Transfer) only from the agent desktop.
- D. They are limited only to PSTN phones and mobile phone; IP phones are not supported.
- E. They are required for video endpoints.

Correct Answer: AC

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**QUESTION 2**

When using microapps, which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode?

- A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway
- B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
- C. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway
- D. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: C

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**QUESTION 3**

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

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**QUESTION 4**

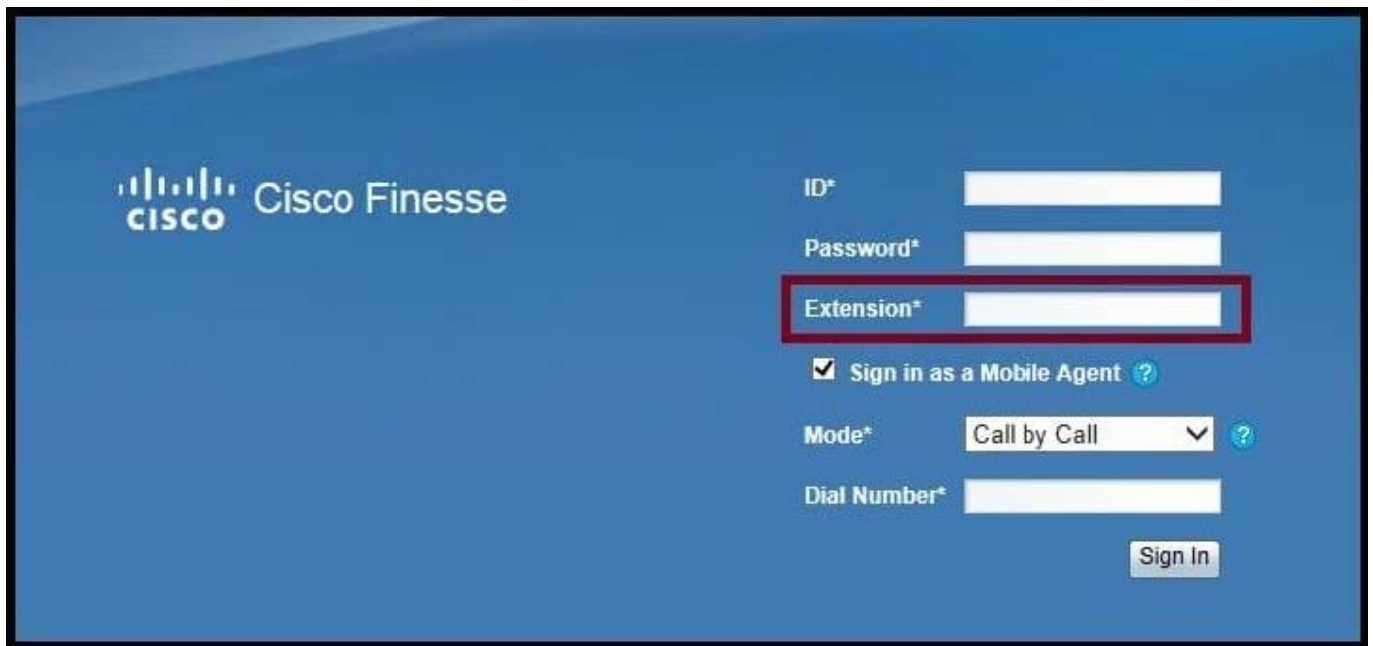
In Cisco Finesse 10.0(x), a supervisor has the capability to Monitor, Intercept, and Barge an agent call. Under which condition can a supervisor successfully intercept the call?

- A. after a supervisor has started monitoring a call
- B. after a supervisor has barged into a call
- C. after a supervisor has selected a talking agent for monitoring
- D. after a supervisor has conferenced into a call
- E. after a supervisor has transferred the call

Correct Answer: B

**QUESTION 5**

Refer to the exhibit.



The screenshot shows the Cisco Finesse login page. On the left is the Cisco Finesse logo. On the right, there are several input fields: 'ID\*', 'Password\*', 'Extension\*', 'Mode\*', and 'Dial Number\*'. The 'Extension\*' field is highlighted with a red rectangular box. Below the 'Extension\*' field is a checked checkbox labeled 'Sign in as a Mobile Agent' with a help icon. Below that is a dropdown menu for 'Mode\*' currently set to 'Call by Call' with a help icon. At the bottom right is a 'Sign In' button.

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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