500-440 ^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

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 3

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

QUESTION 4

Which three features or functionalities does Cisco Unified Communications Manager provide for Cisco Unified CCE and Cisco Unified Customer Voice Portal? (Choose three.)

A. transfer call routing from agent to agent

B. CTI data on Cisco Agent Desktop screen pop

C. Courtesy Callback

D. Cisco Mobile Agents

E. Cisco Extension Mobility for agents

F. call queuing

Correct Answer: ADE

QUESTION 5

In Cisco Finesse, which two workflow action types can be configured via the administration page? (Choose two.)

A. Agent Notification

B. Browser Pop

C. Timer Action

D. HTTP Request

E. Run Macro

Correct Answer: BD

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