600-455 Q&As

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which two options are the maximum number of concurrent reports supported by CUIC? (Choose two.)

A. Up to maximum agent capacity for historical report using live data

B. 400 concurrent Real-time reports

C. 800 concurrent Real-time reports

D. 50 concurrent Historical reports

E. 100 concurrent Historical reports

F. 400 concurrent Historical reports

Correct Answer: BF

QUESTION 2

Which statement about when you deploy Cisco Unified CCE on UCS B/C Tested Reference Design TRC servers 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 you do not over-subscribe the computing resources in MHz on each server host.

B. You cannot overload/over-subscribe the vCPU/cores on the UCS servers even if you do not over-subscribe 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 the total CPU reservations are within 65 percent of the available CPU of the host (there is spare room in CPU computing resources).

Correct Answer: B

QUESTION 3

Which two statements about the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model are true? (Choose two.)

A. With Cisco Unified Computing System C-Series Servers, you must deploy dual SAN on each data center.

B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.

C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP Phone connections if they are using Cisco Finesse.

D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to

maintain a local JTAPI connection for call control.

E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Correct Answer: BE

QUESTION 4

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 5

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

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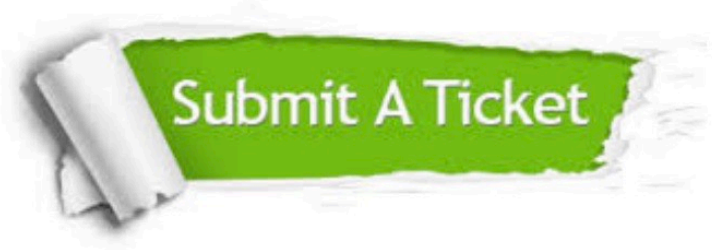

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