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Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which two features does the SIP Proxy provide when deployed with Cisco UCCE, Cisco Unified CVP? (Choose two.)

A. centralized dial plan

B. load balancer for HTTP and SIP

C. C. N+1 or N.N redundancy

D. load balancer for HTTP and SIP

E. demarcation point between networks

Correct Answer: AC

QUESTION 2

Which statement about when you deploy Cisco Unified CCE 12,000 agent deployment model 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

For the Cisco Contact Center Enterprise Outbound option, which Cisco Unified Communications Manager feature can be used to disable ringback during transfer to agent for a scenario that involves SIP trunks?

A. replaces header script

B. normalization script

C. association script

D. transformation script

Correct Answer: B

QUESTION 4

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

D.

E. 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.

F. There is no impact on call processing during a Cisco Unified ICM Logger failure.

G. If the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.

H. 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 5

Which four items are factors of bandwidth requirements for the visible network connection between the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway and the call router? (Choose four.)

A. busy hour call attempts

B. number of skill groups per agent

C. number of agents

D. number of call types

E. percent of traffic with Courtesy Callback

F. number of call and ECC variables

G. number of concurrent real-time reports

H. percent of traffic requires Agent Greeting

I. percent of traffic requires Whisper Announcements

Correct Answer: ABCF

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