



Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

Which two options are required for the private link in the Cisco Contact Center Enterprise solution? (Choose two.)

- A. path diversity
- B. Layer 3 quality of service prioritization and queuing
- C. max of 1500 ms round trip time latency tolerance
- D. variable layer subnet masking

Correct Answer: AB

QUESTION 3

Which two options are the maximum number of concurrent reports supported with the Packaged CCE Data Server Release 10.5? (Choose two.)

- A. 100 concurrent Real-time reports
- B. 400 concurrent Real-time reports
- C. 800 concurrent Real-time reports
- D. 50 concurrent Historical reports
- E. 100 concurrent Historical reports
- F. 200 concurrent Historical reports

Correct Answer: BF



QUESTION 4

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 5

Which three statements about QoS in a Cisco Unified Intelligent Contact Management solution are true? (Choose three.)

A. In a Cisco Unified Intelligent Contact Management network, if the traffic is marked in the ICM, QoS trust needs to be enabled on access-layer routers and switches.

B. The high priority queue for the private network should be granted 90 percent of total available bandwidth.

C. The high priority queue for the private network should be granted 75 percent of total available bandwidth.

D. The high priority queue for the private network should be granted 65 percent of total available bandwidth.

E. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is no longer necessary.

F. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is still necessary.

Correct Answer: ABE

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