



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

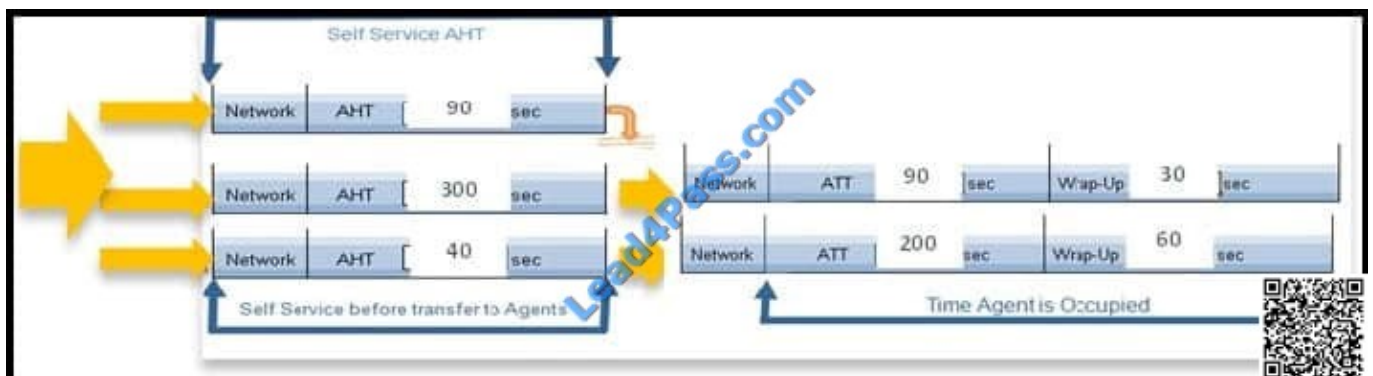
Which option describes when a call type is assigned to a call in the Cisco Unified Contact Center Enterprise system?

- A. when the call is routed to an agent
- B. when the call is first post-routed from Cisco Unified Customer Voice Portal
- C. when the call terminates and data is written to the Cisco TCD table
- D. when a call-routing script hits the first Queue to Skill Group node

Correct Answer: B

QUESTION 2

Refer to the exhibit.



Which includes three inbound call flows with their respective average handle times. The deployment includes Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, Cisco Unified Communication Manager, and Cisco Unified Border Element. The customer needs to record all agent conversations with callers. What is the minimum average handle time needed to determine how many recording ports are required?

- A. 290.0 seconds
- B. 259.5 seconds
- C. 146.9 seconds
- D. 117.5 seconds

Correct Answer: C

QUESTION 3

Which three statements about the Cisco Unified Customer Voice Portal Post Call Survey are true? (Choose three.)

- A. For reporting purposes, the Post Call Survey call has the same CallGUID and call context as the original inbound



call.

B. For reporting purposes, the Post Call Survey call has the ICM Router Key and call context from the original inbound call.

C. The call context for the Post Call Survey includes all contexts up to the point where the call is transferred to the agent. Context that the agent creates after the transfer is not included in the Post Call Survey context.

D. This feature lets you configure a call flow that, after the caller disconnects from the agent, optionally sends the call to a dialed number configured for a Post Call Survey.

E. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the reporting server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.

F. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the call server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.

Correct Answer: ACF

QUESTION 4

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 5

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

A. busy hour call attempts

B. number of skill groups per agent

C. percent of traffic with Courtesy Callback

D. number of concurrent real-time reports

E. percent of traffic requires Agent Greeting

Correct Answer: AB



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