



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

In Cisco Finesse 10.0(x), Which is the last operation a supervisor need to perform in order to intercept the call?

- A. after a supervisor has transferred the call.
- B. after a supervisor has selected to talking agent for monitoring
- C. after a supervisor has started monitoring a call
- D. after a supervisor has barged into a call

Correct Answer: D

QUESTION 2

Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

- A. SIP REFER label and SigDigits
- B. SIP REFER with ICM router requery
- C. SIP REFER with ICM script Send To VRU node
- D. SIP REFER with custom SIP header
- E. SIP REFER with routing label "rfxxxx" and standalone Cisco Unified CVP with ICM Lookup label
- F. SIP REFER with ECC variable user.sip.transfer

Correct Answer: ACD

QUESTION 3

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

- A. agent to agent transfer
- B. Cisco Extension Mobility for agents
- C. Call queuing
- D. CT1 data on Cisco Agent Desktop screen pop

Correct Answer: AB

QUESTION 4



The Cisco Finesse supervisor features extend the agent desktop with additional gadgets. Which three additional features are provided? (Choose three.)

- A. team performance gadget to view agent status
- B. queue statistics gadget to view queue (skill group) statistics for the supervisor's queues
- C. Cisco Unified Communications Manager Remote Silent Monitoring
- D. barge-in and intercept
- E. gadget to park calls
- F. transcoder gadget for recording

Correct Answer: ABD

QUESTION 5

Which three statements about the Cisco Unified CVP Post Call Survey (PCS) are true? (Choose Three)

- A. The mapping of a dialed number pattern to a PCS number enables the PCS feature for the call.
- B. PCS lets you schedule a call to the caller at a later time.
- C. For reporting purposes, the PCS call has the same call key information
- D. The value of the user microapp is PCS controls whether the call is transferred to the PCS number.
- E. SIP REFER call flow is required to trigger PCS.
- F. The call context for the PCS includes GUID and 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 PCS context.

Correct Answer: ADF

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_901/maintenance/guide/b_pcc_features_book/b_pcc_features_book_chapter_0101.html

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