



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Cisco Unified Contact Center Enterprise uses Cisco Unified Customer Voice Portal in comprehensive mode. The customer estimates the peak inbound traffic to be 20 CPS, and that they have 10% transfer calls and 10% Courtesy Callback. They need to deploy SIP proxy. How many minimum SIP invites should be used to size the SIP proxy?

- A. 24 invites/sec
- B. 88 invites/sec
- C. 96 invites/sec
- D. 22 invites/sec

Correct Answer: B

QUESTION 2

A Cisco Unified Contact Center Enterprise solution is designed with geographic redundancy for the central controllers (with separate call routers and loggers). If Call Router Side A has device majority and its Ethernet private network NIC fails, which two events occur? (Choose two.)

- A. The Call Router Side B stays active, while the Call Router Side A goes idle.
- B. The Call Router Side A stays active, while Call Router Side B goes idle.
- C. There is no ability to make ICM configuration changes.
- D. Both sides go out of service for small period of time, Call Router Side A goes active, and Call Router Side B goes idle.
- E. The system operates as it did prior to failure.

Correct Answer: BC

QUESTION 3

In the congestion control feature of Cisco Unified Contact Center Enterprise, which four options handle the calls that are to be throttled? (Choose three.)

- A. Transfer the call to the Cisco Unified Communications Manager hunt group.
- B. Queue the call and play a message, then release the call.
- C. Treat the call with System Default Label.
- D. Terminate the call with a Dialog Fail or RouteEnd.
- E. Transfer calls to an available IVR port.
- F. Send a Release Message to the routing client.



G. Offer Courtesy Callback to the caller, then terminate the call.

Correct Answer: CDF

QUESTION 4

In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement about the Cisco Unified Communications Manager peripheral gateway duplex pair is true?

- A. Each side of the peripheral gateway pair (side A and side B) must be configured to point to a local and a remote CTI Manager across the WAN from the PG location.
- B. The peripheral gateway private network may be shared with any other private connections--peripheral gateways or call routers/loggers.
- C. The peripheral gateway may use the highly available WAN connection between the sites (visible network) for all traffic--visible and private.
- D. The peripheral gateways must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

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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