

500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which type of traffic from the peripheral gateway to the central controller is considered high priority in the Cisco Unified Contact Center Enterprise solution?

- A. configuration requests
- B. skill group data
- C. routing and DMP control traffic
- D. Real-Time Monitoring

Correct Answer: C

QUESTION 2

In Cisco Finesse 10.0(x), a supervisor has the capability to Monitor, Intercept, and Barge an agent call. Under which condition can a supervisor successfully intercept the call?

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

Correct Answer: B

QUESTION 3

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

QUESTION 4

Which option describes the impact of co-loading the Cisco Unified Outbound SIP Dialer on the same servers as the agent peripheral gateway in the Cisco Unified Contact Center Enterprise?

- A. Cisco Unified Outbound Dialer does not reduce agent capacity on the peripheral gateway server.
- B. Cisco Unified Outbound Dialer reduces agent capacity by a factor of four--each outbound port is equivalent to four agents on the peripheral gateway.
- C. Cisco Unified Outbound Dialer reduces agent capacity by a factor of 1.33--each outbound port is equivalent to 1.33 agents on the peripheral gateway.
- D. Cisco Unified Outbound Dialer reduces agent capacity by a factor of 15--each outbound port is equivalent to 15 agents on the peripheral gateway.

Correct Answer: C

QUESTION 5

Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system?

- A. when QoS is enabled on both networks
- B. in cases in which there is gigabit bandwidth between sites
- C. under no circumstances
- D. when the Cisco Catalyst switch has dual power supplies

Correct Answer: C

QUESTION 6

Which two statements about combining IP telephony and Cisco Unified Contact Center Enterprise Extensions on the same IP phone are true? (Choose two.)

- A. Cisco Unified CCE supports only one agent ACD line on the IP phone.
- B. The ACD line on the IP phone may have voicemail or call forwarding defined.
- C. In a typical call center, the ACD line is the first line on the phone to make it easier for the agent to forward inbound ACD calls.

- D. The agent state changes based on the activity of the ACD line.
- E. If the agent picks up the phone to place a call, the agent is put into ready mode.

Correct Answer: AD

QUESTION 7

In a Cisco Finesse 10.0(x) deployment, which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop? (Choose two.)

- A. digital certificate
- B. certificate authority certificate
- C. domain validation certificate
- D. self-signed certificate
- E. root certificate

Correct Answer: BD

QUESTION 8

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 9

Which Cisco Unified Border Element configuration is correct for a Cisco Unified Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

- A. You must dedicate a voice gateway for VXML browser sessions.
- B. You must configure Cisco Unified Border Element as media pass flow-around mode.

- C. You must configure Cisco Unified Border Element as media pass flow-through mode.
- D. You must use box-to-box Cisco Unified Border Element redundancy.

Correct Answer: C

QUESTION 10

Which two statements about the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model are true? (Choose two.)

- A. With Cisco Unified Computing System C-Series Servers, you must deploy dual SAN on each data center.
- B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.
- C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP Phone connections if they are using Cisco Finesse.
- D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.
- E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Correct Answer: BE

QUESTION 11

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 12

In Cisco UCCE, what is the reference design for vmnic configuration on UCS Tested Reference Configuration (TRCs)?

- A. An active-standby scheme

- B. With UCS B, use only active-active scheme with Fabric Interconnect switch (FI)
- C. Either Mode (active-active or active-standby) with Nexus 1000v
- D. An active-active non-failover ride scheme

Correct Answer: B

QUESTION 13

Which three benefits does a Cisco Unified Contact Center Enterprise centralized deployment with small agents branch provide? (Choose three.)

- A. It requires only a small data switch and router, IP phones, and agent desktops at remote sites for a few agents.
- B. It requires only limited system and network management skills at remote sites.
- C. Small remote branches require PSTN and SIP trunks, in addition to the ones needed for local POTS lines for emergency services (911) in the event of a WAN link loss.
- D. PSTN trunks for incoming traffic connect to data centers for efficiency.
- E. It does not use VoIP WAN bandwidth when an agent is answering the call.
- F. Calls extend over the WAN only while calls are in queue.

Correct Answer: ABD

QUESTION 14

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 15

For the Cisco Contact Center Enterprise Outbound option, which Cisco Unified Communications Manager feature can be used to disable ring back 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

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