

500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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

QUESTION 2

Which two features does Cisco Finesse provide as an out-of-the-box agent desktop? (Choose three.)

- A. desktop for third-party ACD
- B. phonebooks and workflows
- C. content sharing gadget
- D. basic call control (answer, hold, retrieve, end, and make call)
- E. agent historical reports

Correct Answer: BD

QUESTION 3

The JTAPI communications between the Cisco Unified Communication Manager cluster and Cisco Unified Contact Center Enterprise include three distinct types of messaging. Which three options are those messages? (Choose three.)

- A. SIP call control messages
- B. routing control (Cisco Unified CM cluster request instructions from Cisco Unified CCE)
- C. service control
- D. device and call monitoring
- E. subscription control
- F. device and call control

Correct Answer: BDF

QUESTION 4

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 5

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

- A. Treat the call with Dialed Number Default Label.
- 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.
- H. Transfer the call to the Cisco Unified Communications Manager hunt group.

Correct Answer: ACDF

QUESTION 6

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

- A. SIP trunk alternate destination routing (ADR) must be disabled for REFER
- B. An application-controlled alternative is to set an ECC variable (user.sip.refertransfer) to the value y in the Unified ICM script
- C. Router require on a failed SIP Refer transfer where the survivability service is not handling the SIP Refer request

- D. Direct Refer transfer using label works only if Send To VRU node is NOT used before the Refer
- E. Unified ICM sends Unified CVP a routing label with a format of rfXXXX
- F. Standalone Cisco Unified CVP with ICM Lookup label

Correct Answer: BCE

QUESTION 7

Which two system responses are valid if the Cisco UCCE (centralized deployment with remote branches which includes agents, phones and desktops only) and the remote branch lose the public network connection to both of the data centers? (Choose two.)

- A. The Cisco Finesse server automatically signs the agent out of the system
- B. The voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then executes local bootstrap TCL script, answers the call, and forwards it to the hunt group
- C. Agents continue to have access to historical reports
- D. The active call that arrived at the local PSTN connection and was answered by agent at that site remains active
- E. The voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then connects to the communication manager cluster to provide local dial-tone functionality

Correct Answer: AD

QUESTION 8

In Cisco Finesse, which two workflow action types can be configured via the administration page? (Choose two.)

- A. HTTP Request
- B. Timer Action
- C. Scheduled Call Back
- D. Browser Pop
- E. Run Macro

Correct Answer: AD

QUESTION 9

In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with new redundancy requirements for Administration. Which option is the recommended configuration?

- A. 1 - Primary AW, 1 - Secondary AW

B. 1 - Primary AW, 1 ?Administration Client

C. 1 - Secondary AW, 1 ?Administration Client

D. 2 - Primary Administration Client, 1 - Secondary Administration Client

Correct Answer: A

QUESTION 10

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 11

In Cisco Unified Contact Center Enterprise Outbound option with SIP Dialer, which two campaign modes require a dialer port to place a call? (Choose two.)

A. Direct Preview dialing mode

B. Progressive dialing mode

C. Predictive dialing mode

D. Transfer to IVR dialing mode

E. Courtesy Callback Dialing mode

Correct Answer: BC

QUESTION 12

You deploy Cisco Unified Contact Center Enterprise on a Cisco UCS C-Series Server and Unified Contact Center Enterprise is split over WAN with a dedicated WAN circuit for United CCE private traffic. Which two statements about QoS are true? (Choose two.)

A. You disable QoS because it is not needed, and the Cisco UCS C-Series Server includes multiple NICs and dedicated

NICs for certain VM traffic environment.

- B. You enable QoS for United CCE on Cisco UCS C-Series VMware-based environment.
- C. You disable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- D. You enable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- E. You enable QoS only for United CCE on third-party spec-based, VMware-based environment.

Correct Answer: BD

QUESTION 13

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 context 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

QUESTION 14

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

- A. transfer call routing from agent to agent
- B. CTI data on Cisco Agent Desktop screen pop
- C. Courtesy Callback
- D. Cisco Mobile Agents
- E. Cisco Extension Mobility for agents
- F. call queuing

Correct Answer: ADE

QUESTION 15

- A. after a supervisor has transferred the call
- B. after a supervisor has selected a 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

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