



# 500-440<sup>Q&As</sup>

Designing Cisco Unified Contact Center Enterprise (UCCED)

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### QUESTION 1

Which Cisco Unified Border Element configuration is correct when deployed with Cisco UCCE Unified CVP?

- 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

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### QUESTION 2

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

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### 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 two options are those messages? (Choose two.)

- A. device and call monitoring
- B. SIP call control messages
- C. service control
- D. single sign-on messages



E. routing control (Cisco Unified CM cluster request instructions from Cisco Unified CCE)

Correct Answer: AE

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#### QUESTION 4

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

- A. Agent Notification
- B. Browser Pop
- C. Timer Action
- D. HTTP Request
- E. Run Macro

Correct Answer: BD

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#### QUESTION 5

When you deploy Cisco Unified CCE on Cisco UCS C-Series Servers, which statement about the connectivity of the upstream switches is true?

- A. You can connect the Cisco UCS C-Series Servers to stacked Layer 2 switches (having multiple Layer 2 switches for HA but in a stackable configuration).
- B. You can connect to two or more Layer 2 upstream switches.
- C. You can connect to only one Layer 2 upstream switch per Cisco UCS C-Series Server.
- D. Cisco UCS C-Series Server does not support Layer 2 upstream switches.

Correct Answer: B

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