



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

Which two statements about Cisco Unified Mobile Agents are true? (Choose two.)

- A. An additional voice gateway is required for Silent Monitoring.
- B. They extend and connect.
- C. They perform call control features (example: Hold/Conference/Transfer) only from the agent desktop.
- D. They are limited only to PSTN phones and mobile phone; IP phones are not supported.
- E. They are required for video endpoints.

Correct Answer: AC

QUESTION 3

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 4

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 5

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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