



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

How does the Cisco Unified Contact Center Enterprise solution encrypt the logger database?

- A. AES
- B. SHA
- C. MD5
- D. TLS

Correct Answer: C

QUESTION 3

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

- A. agent to agent transfer
- B. Cisco Extension Mobility for agents
- C. call queuing
- D. CTI data on Cisco Agent Desktop screen pop

Correct Answer: AB

QUESTION 4

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 5

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

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