



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

Designing Cisco Unified Contact Center Enterprise (UCCED)

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### QUESTION 1

Which setup is correct when you configure the Cisco UCS B VICs to reach the Fabric Interconnect Switches for the Cisco UCCE on UCS B deployments?

- A. Disable the Fabric Failover only when the UCS B FI connects to a Disjointed L2 domain in the upstream network
- B. Enable the Fabric Failover to reach both Fabric Interconnect A and B in HA paths
- C. Disable the Fabric Failover option.
- D. Enable the Fabric Failover only when the UCS B FI connects to a Common L2 domain in the upstream network

Correct Answer: C

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### QUESTION 2

Which option initiates Test Other Side in the Cisco Contact Center Enterprise solution?

- A. Side A OPC
- B. Side A MDS
- C. Side B OPC
- D. Side B MDS
- E. OPC with disabled clock
- F. MDS with the disabled clock

Correct Answer: F

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### QUESTION 3

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

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**QUESTION 4**

Which setup is correct when you configure Cisco UCS B-Series VICs (M81KR/12xx VICs) for Cisco Unified Contact Center Enterprise on Cisco UCS B-Series deployments?

- A. Enable Fabric Failover as an extra redundancy measure so that traffic from the UCS B-Series blade has the HA paths. (Both FI-A and FI-B paths are used in a failover scheme.)
- B. Disable the Fabric Failover option.
- C. Disregard this option because either mode is fine with Cisco Unified CCE on UCS B-Series deployments.
- D. Enable this Fabric Failover when the connected upstream network is operating in a Common Layer 2 domain.
- E. Disable this Fabric Failover when the connected upstream network is operating in a Disjointed Layer 2 domain.

Correct Answer: B

**QUESTION 5**

Refer to the exhibit.

| Queue Statistics |         |          |       |           |        |     |       |                 |                     |
|------------------|---------|----------|-------|-----------|--------|-----|-------|-----------------|---------------------|
| Queue Name ▲     | # Calls | Max Time | Ready | Not Ready | Active |     |       | Wrap Up         |                     |
|                  |         |          |       |           | In     | Out | Other | Ready (Pending) | Not Ready (Pending) |
| First_PQ         | 0       | 00:00:00 | 0     | 1         | 0      | 0   | 0     | 0               | 0                   |
| skillgroup1      | 0       | 00:00:00 | 0     | 1         | 0      | 0   | 0     | 0               | 0                   |
| skillgroup2      | 0       | 00:00:00 | 0     | 1         | 0      | 0   | 0     | 0               | 0                   |
| skillgroup3      | 0       | 00:00:00 | 0     | 1         | 0      | 0   | 0     | 0               | 0                   |

In a Cisco Finesse 10.0(x) deployment, in Supervisor Gadget under the Queue Statistics pane, which option describes what the Other column represents?

- A. number of agents assigned to the queue who are on inbound calls
- B. number of calls handled by the agents associated with that queue
- C. number of agents assigned to the queue who are on outbound calls
- D. number of agents assigned to the queue who are on internal consult calls
- E. number of agents assigned to the other queues

Correct Answer: D

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