



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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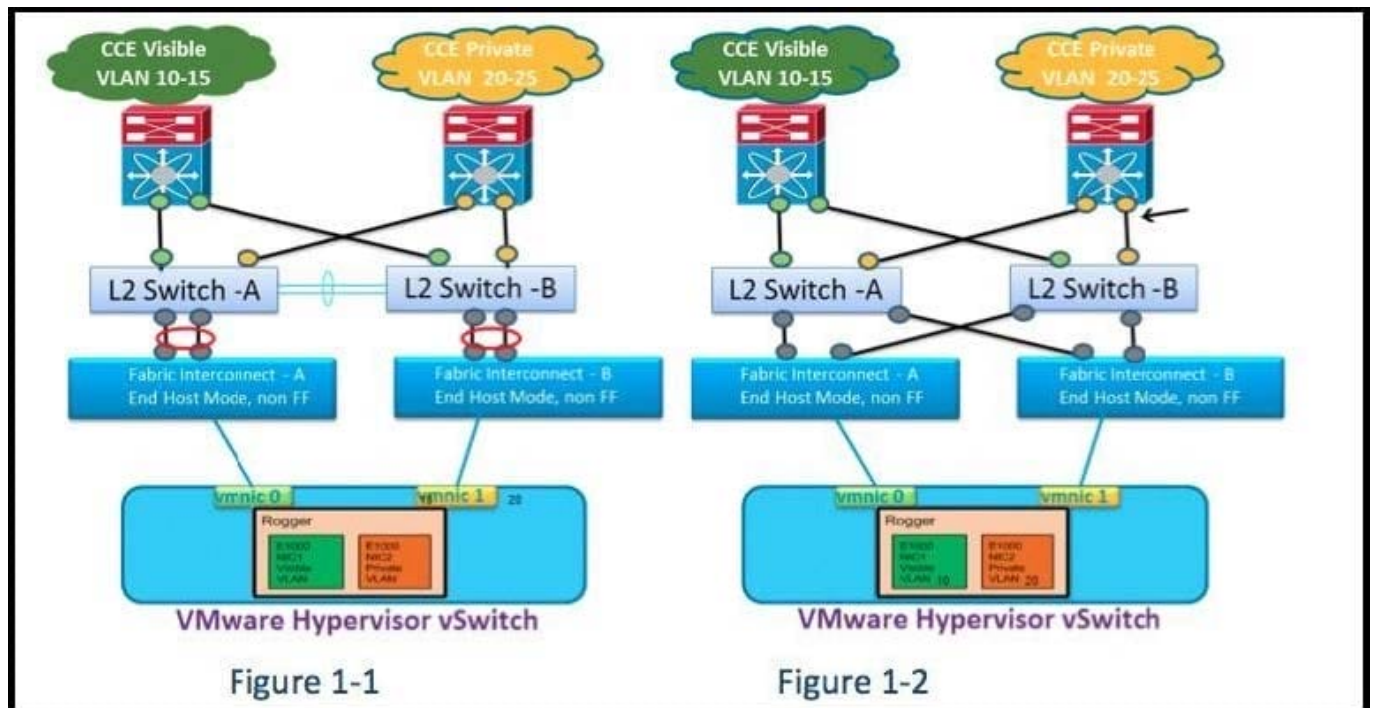
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**QUESTION 1**

Refer to the exhibit. Which option describes Cisco Unified CCE on the UCS B Fabric Interconnection pair to the upstream network connectivity?

- A. Have a straight links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-1.
- B. Have a cross-connect links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-2.
- C. Any of the design options can be deployed with Cisco Unified CCE, but only one of those two options can be deployed within the entire solution.
- D. Both design options can be deployed with Cisco Unified CCE and you can include both design options within the solution.

Correct Answer: B

QUESTION 2

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 3

In a Cisco Finesse 10.0(x) deployment, which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop? (Choose two.)

- A. digital certificate
- B. certificate authority certificate
- C. domain validation certificate
- D. self-signed certificate
- E. root certificate

Correct Answer: BD

QUESTION 4

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

QUESTION 5



Which two options are the maximum number of concurrent reports supported by CUIC? (Choose two.)

- A. Up to maximum agent capacity for historical report using live data
- B. 100 concurrent Historical reports
- C. 800 concurrent Real-time reports
- D. 400 concurrent Real-time reports
- E. 400 concurrent Historical reports

Correct Answer: AD

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