



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

Designing Cisco Unified Contact Center Enterprise (UCCED)

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### QUESTION 1

Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

- A. SIP REFER label and SigDigits
- B. SIP REFER with ICM router requery
- C. SIP REFER with ICM script Send To VRU node
- D. SIP REFER with custom SIP header
- E. SIP REFER with routing label "rfxxxx" and standalone Cisco Unified CVP with ICM Lookup label
- F. SIP REFER with ECC variable user.sip.transfer

Correct Answer: ACD

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### QUESTION 2

With Cisco Unified Contact Center Enterprise, what is the maximum number of skill groups in a Cisco Finesse Queue gadget?

- A. 100
- B. 15
- C. 50
- D. 20

Correct Answer: C

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### QUESTION 3

Which three benefits does a Cisco Unified Contact Center Enterprise centralized deployment with small agents branch provide? (Choose three.)

- A. It requires only a small data switch and router, IP phones, and agent desktops at remote sites for a few agents.
- B. It requires only limited system and network management skills at remote sites.
- C. Small remote branches require PSTN and SIP trunks, in addition to the ones needed for local POTS lines for emergency services (911) in the event of a WAN link loss.
- D. PSTN trunks for incoming traffic connect to data centers for efficiency.
- E. It does not use VoIP WAN bandwidth when an agent is answering the call.
- F. Calls extend over the WAN only while calls are in queue.



Correct Answer: ABD

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#### QUESTION 4

Which are the three minimum components required in a Cisco Unified CVP VXML "standalone" deployment model? (Choose three.)

- A. Cisco Unified CVP reporting server
- B. Cisco Unified CVP Call Studio
- C. Cisco Unified CVP VXML Server
- D. VXML virtual voice browser
- E. VRU peripheral gateway
- F. egress voice gateway

Correct Answer: BCF

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#### QUESTION 5

In a Cisco Finesse 10.0(x) deployment, primary and secondary nodes can be installed on separate domains. Which two requirements must be met for the pair to work properly? (Choose two.)

- A. Each Cisco Finesse server should be able to perform DNS lookup of the other server using fully qualified domain name.
- B. Primary and secondary Cisco Finesse servers should only communicate with IP address.
- C. All Cisco Finesse clients should be able to perform DNS lookups of the Cisco Finesse servers using the FQDN.
- D. All Cisco Finesse clients should connect to the server with IP address.
- E. All Cisco Finesse clients should be local to the Cisco Finesse servers.

Correct Answer: AC

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