



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

Designing Cisco Unified Contact Center Enterprise (UCCED)

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### QUESTION 1

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

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### QUESTION 2

Which three statements about the high availability of Cisco Unified Intelligent Contact Management central controller are valid? (Choose three.)

- A. If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN.
- B. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully.
- C. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side A.
- D. If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.
- E. There is no impact on call processing during a Cisco Unified ICM Logger failure.
- F. If the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.
- G. If ICM Logger side B fails, the ICM Router side B cannot send real-time and historical info to logger side A.

Correct Answer: AEF

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### QUESTION 3

In the Cisco Unified Contact Center Enterprise Outbound Option with SIP Dialer, in which order does the Campaign Manager process perform record queries to send them to Dialer for dialing?

- A. pending contacts, callbacks, retries
- B. callbacks, retries, pending contacts



- C. retries, callbacks, pending contacts
- D. pending contacts, pending callbacks, pending retries

Correct Answer: B

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#### QUESTION 4

Which two options are the maximum number of concurrent reports supported with the Packaged CCE Data Server Release 10.5? (Choose two.)

- A. 100 concurrent Real-time reports
- B. 400 concurrent Real-time reports
- C. 800 concurrent Real-time reports
- D. 50 concurrent Historical reports
- E. 100 concurrent Historical reports
- F. 200 concurrent Historical reports

Correct Answer: BF

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#### QUESTION 5

When using microapps, which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode?

- A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway
- B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
- C. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway
- D. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: C

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