



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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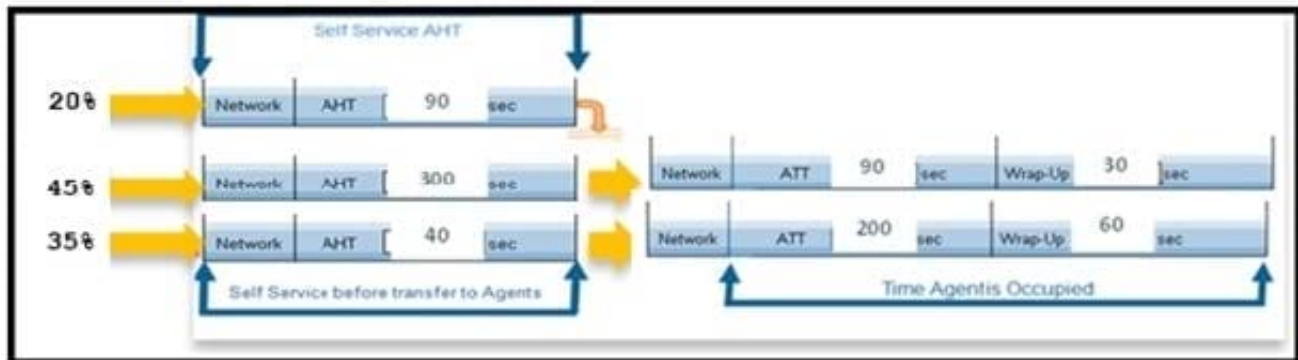
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**QUESTION 1**

Refer to the exhibit.



Which includes three inbound call flows with their respective average handle times. The deployment includes Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, Cisco Unified Communication Manager, and Cisco Unified Border Element. The customer needs to record all agent conversations with callers. What is the minimum average handle time needed to determine how many recording ports are required?

- A. 290.0 seconds
- B. 259.5 seconds
- C. 146.9 seconds
- D. 117.5 seconds

Correct Answer: C

QUESTION 2

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 3

Which failure scenario in the Cisco Unified Contact Center Enterprise solution stops all processing and routing of contact center calls?



- A. ICM Call Router Side A fails at the same time that ICM Logger Side A fails.
- B. ICM Call Router Side A fails at the same time that ICM Logger Side B fails.
- C. ICM Call Router Side B fails at the same time that ICM Logger Side A fails.
- D. ICM Call Router Side B fails at the same time that ICM Logger Side B fails.
- E. ICM Call Router Side A fails at the same time that ICM Call Router Side B fails.
- F. ICM Logger Side A fails at the same time that ICM Logger Side B fails.

Correct Answer: E

QUESTION 4

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

- A. Cisco Unified CVP Call Studio
- B. Cisco Unified CVP VXML Server
- C. Cisco Unified CVP reporting server
- D. load balancer
- E. ingress voice gateway
- F. egress voice gateway
- G. VRU peripheral gateway

Correct Answer: ABE

QUESTION 5

You deploy Cisco Unified Contact Center Enterprise on a Cisco UCS C-Series Server and Unified Contact Center Enterprise is split over WAN with a dedicated WAN circuit for United CCE private traffic. Which two statements about QoS are true? (Choose two.)

- A. You disable QoS because it is not needed, and the Cisco UCS C-Series Server includes multiple NICs and dedicated NICs for certain VM traffic environment.
- B. You enable QoS for United CCE on Cisco UCS C-Series VMware-based environment.
- C. You disable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- D. You enable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- E. You enable QoS only for United CCE on third-party spec-based, VMware-based environment.

Correct Answer: BD



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