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Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

In Cisco Finesse 10.0(x), a supervisor has the capability to Monitor, Intercept, and Barge an agent call. Under which condition can a supervisor successfully intercept the call?

A. after a supervisor has started monitoring a call

B. after a supervisor has barged into a call

C. after a supervisor has selected a talking agent for monitoring

D. after a supervisor has conferenced into a call

E. after a supervisor has transferred the call

Correct Answer: B

QUESTION 2

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

QUESTION 3

Which two statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose two.)

A. In Whisper Announcements, wave files must match Cisco Unified CVP encoding and format requirements (G.711, CCITT A-Law 8 kHz, 8 bit, mono).

B. The maximum play time for a Whisper Announcement is subject to a timeout (default 45 sec).

C. A maximum of two Whisper Announcements can play for each call.

D. In Whisper Announcements, wave (.wav) is the only supported file type.

E. While a Whisper Announcement is playing, the agent can put the call on hold.

Correct Answer: AD

QUESTION 4

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 Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway

B. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway

C. SIP Trunk, ICM: CVP Type 7 VRU and Network VRU labels, VXML Gateway

D. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: D

QUESTION 5

Which Cisco Unified Border Element configuration is correct when deployed with Cisco UCCE Unified CVP?

A. You must dedicate a voice gateway for VXML browser sessions.

B. You must configure Cisco Unified Border Element as media pass flow-around mode.

C. You must configure Cisco Unified Border Element as media pass flow-through mode.

D. You must use box-to-box Cisco Unified Border Element redundancy.

Correct Answer: C

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