500-440 Q&As

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Erlang calculations are used to size contact center resources. Which two resources are sized by using Erlang-B? (Choose two.)

A. agents

B. IVR ports

C. PSTN gateway trunks

D. reporting ports

Correct Answer: BC

QUESTION 2

In Cisco UCCE, what is the reference design for vmnic configuration on UCS Tested Reference Configuration (TRCs)?

A. An active-standby scheme

B. With UCS B, use only active-active scheme with Fabric Interconnect switch (FI)

C. Either Mode (active-active or active-standby) with Nexus 1000v

D. An active-active non-failover ride scheme

Correct Answer: B

QUESTION 3

In a Cisco Finesse 10.0(x) deployment, which option is needed from the primary and secondary servers for certificate authority to generate a root, intermediate, and application certificate for Cisco Finesse?

A. fully qualified domain name of the servers

B. physical MAC address of the NIC card from the Cisco Finesse servers

C. Certificate Signing Request

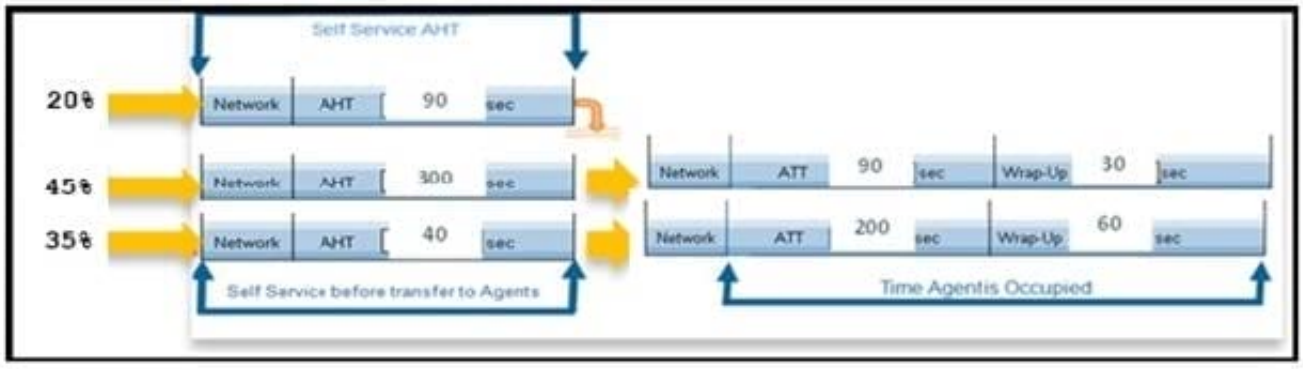
D. IP address of server

E. system ID of the server

Correct Answer: C

QUESTION 4

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 5

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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