



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

In a Cisco Unified Contact Center Enterprise deployment, which two options are the roles of the Administration and Data Servers? (Choose two.)

- A. administration server
- B. real-time data server
- C. analytical server
- D. recording server
- E. static server
- F. performance server

Correct Answer: AB

QUESTION 2

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 3

Which three features does the SIP Proxy software provide when Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, and Cisco Unified SIP Proxy are used? (Choose three.)

- A. centralized dial plan
- B. load balancer for HTTP and SIP
- C. integration with Cisco ISR using SM-SRE
- D. N+1 or N.N redundancy
- E. box-to-box redundancy



F. demarcation point between networks

Correct Answer: ACD

QUESTION 4

Which statement about when you deploy Cisco UCCE 12,000 agent deployment model where each physical CPU core is mapped 1-1 with a vCPU is true?

- A. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as the total CPU reservations are within 65 percent of the available CPU of the host (there is spare room in CPU computing resources).
- B. You cannot overload/over-subscribe the vCPU/cores on the UCS servers even if you do not oversubscribe the computing resources in MHz on each server host.
- C. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as the memory reservations are within 80% of the available memory of the host.
- D. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as you do not oversubscribe the computing resources in MHz on each server host.

Correct Answer: B

QUESTION 5

Which two options are required for the private link in the Cisco Contact Center Enterprise solution? (Choose two.)

- A. path diversity
- B. Layer 3 quality of service prioritization and queuing
- C. max of 1500 ms round trip time latency tolerance
- D. variable layer subnet masking

Correct Answer: AB

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