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Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which three benefits does a Cisco Unified Contact Center Enterprise centralized deployment with small agents branch provide? (Choose three.)

A. It requires only a small data switch and router, IP phones, and agent desktops at remote sites for a few agents.

B. It requires only limited system and network management skills at remote sites.

C. Small remote branches require PSTN and SIP trunks, in addition to the ones needed for local POTS lines for emergency services (911) in the event of a WAN link loss.

D. PSTN trunks for incoming traffic connect to data centers for efficiency.

E. It does not use VoIP WAN bandwidth when an agent is answering the call.

F. Calls extend over the WAN only while calls are in queue.

Correct Answer: ABD

QUESTION 2

Which two statements about Cisco Unified Mobile Agents are true? (Choose two.)

A. An additional voice gateway is required for Silent Monitoring.

B. They extend and connect.

C. They perform call control features (example: Hold/Conference/Transfer) only from the agent desktop.

D. They are limited only to PSTN phones and mobile phone; IP phones are not supported.

E. They are required for video endpoints.

Correct Answer: AC

QUESTION 3

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

QUESTION 4

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 5

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