



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Refer to the exhibit.

Queue Statistics									
Queue Name ▲	# Calls	Max Time	Ready	Not Ready	Active			Wrap Up	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
First_PQ	0	00:00:00	0	1	0	0	0	0	0
skillgroup1	0	00:00:00	0	0	0	0	0	0	0
skillgroup2	0	00:00:00	0	1	0	0	0	0	0
skillgroup3	0	00:00:00	0	1	0	0	0	0	0

In a Cisco Finesse 10.0(x) deployment, in Supervisor Gadget under the Queue Statistics pane, which option describes what the Other column represents?

- A. number of agents assigned to the queue who are on inbound calls
- B. number of calls handled by the agents associated with that queue
- C. number of agents assigned to the queue who are on outbound calls
- D. number of agents assigned to the queue who are on internal consult calls
- E. number of agents assigned to the other queues

Correct Answer: D

QUESTION 2

Which statement about when you deploy Cisco Unified CCE on UCS B/C Tested Reference Design TRC servers 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 you do not over-subscribe the computing resources in MHz on each server host.
- B. You cannot overload/over-subscribe the vCPU/cores on the UCS servers even if you do not over-subscribe 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 the total CPU reservations are within 65 percent of the available CPU of the host (there is spare room in CPU computing resources).

Correct Answer: B

QUESTION 3

Which Cisco Unified Border Element configuration is correct for a Cisco Unified Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

- 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

QUESTION 4

Which type of traffic from the peripheral gateway to the central controller is considered high priority in the Cisco Unified Contact Center Enterprise solution?

- A. configuration requests
- B. skill group data
- C. routing and DMP control traffic
- D. Real-Time Monitoring

Correct Answer: C

QUESTION 5

In a Cisco Finesse 10.0(x) deployment, primary and secondary nodes can be installed on separate domains. Which two requirements must be met for the pair to work properly? (Choose two.)

- A. Each Cisco Finesse server should be able to perform DNS lookup of the other server using fully qualified domain name.
- B. Primary and secondary Cisco Finesse servers should only communicate with IP address.
- C. All Cisco Finesse clients should be able to perform DNS lookups of the Cisco Finesse servers using the FQDN.
- D. All Cisco Finesse clients should connect to the server with IP address.
- E. All Cisco Finesse clients should be local to the Cisco Finesse servers.

Correct Answer: AC

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