



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

You deploy Cisco Unified Contact Center Enterprise on a Cisco UCS C-Series Server and Unified Contact Center Enterprise is split over WAN with a dedicated WAN circuit for United CCE private traffic. Which two statements about QoS are true? (Choose two.)

- A. Disable QoS because it is not needed, and the Cisco UCS C-Series Server includes multiple NICs and dedicated NICs for certain VM traffic environment.
- B. Enable QoS for United CCE on Cisco UCS C-Series VMware-based environment.
- C. Disable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- D. Enable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- E. Enable QoS only for United CCE on third-party spec-based, VMware-based environment.

Correct Answer: BD

QUESTION 2

In the congestion control feature of Cisco Unified Contact Center Enterprise, which four options handle the calls that are to be throttled? (Choose four.)

- A. Treat the call with Dialed Number Default Label.
- B. Queue the call and play a message, then release the call.
- C. Treat the call with System Default Label.
- D. Terminate the call with a Dialog Fail or RouteEnd.
- E. Transfer calls to an available IVR port.
- F. Send a Release Message to the routing client.
- G. Offer Courtesy Callback to the caller, then terminate the call.
- H. Transfer the call to the Cisco Unified Communications Manager hunt group.

Correct Answer: ACDF

QUESTION 3

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

D.

E. 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.

F. There is no impact on call processing during a Cisco Unified ICM Logger failure.

G. If the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.

H. 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

QUESTION 4

Which two primary factors affect bandwidth sizing between a Cisco Unified Intelligence Center server and client? (Choose two.)

A. number of historical reports the user is running concurrently

B. number of concurrent agents logged on to Cisco Unified Intelligence Center

C. number of historical database servers in the deployment

D. number of real-time reports the user is running concurrently

E. total ECC variables in bytes

Correct Answer: AD

QUESTION 5

Which three minimum components are required in a Cisco Unified CVP VXML "standalone" server deployment model? (Choose three.)

A. Cisco Unified CVP Call Studio

B. Cisco Unified CVP VXML Server

C. Cisco Unified CVP reporting server

D. load balancer

E. ingress voice gateway

F. egress voice gateway

G. VRU peripheral gateway



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Correct Answer: ABE

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