600-455^{Q&As}

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Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

A Cisco Unified Contact Center Enterprise solution is designed with geographic redundancy for the central controllers (with separate call routers and loggers). If Call Router Side A has device majority and its Ethernet private network NIC fails, which two events occur? (Choose two.)

A. The Call Router Side B stays active, while the Call Router Side A goes idle.

B. The Call Router Side A stays active, while Call Router Side B goes idle.

C. There is no ability to make ICM configuration changes.

D. Both sides go out of service for small period of time, Call Router Side A goes active, and Call Router Side B goes idle.

E. The system operates as it did prior to failure.

Correct Answer: BC

QUESTION 2

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

QUESTION 3

For the Cisco Contact Center Enterprise Outbound option, which Cisco Unified Communications Manager feature can be used to disable ringback during transfer to agent for a scenario that involves SIP trunks?

A. replaces header script

B. normalization script

C. association script

D. transformation script

Correct Answer: B

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

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

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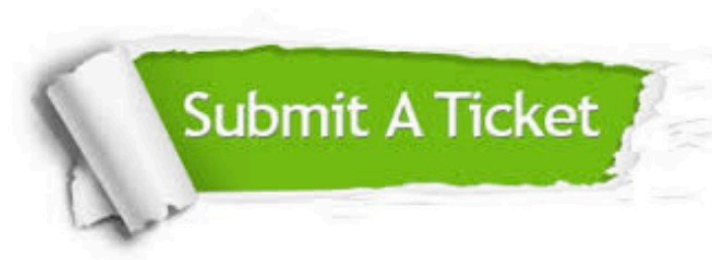
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