# 600-455<sup>Q&As</sup>

Designing Cisco Unified Contact Center Enterprise (UCCED)

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**QUESTION 1**

Which three system responses are valid if the Cisco Unified Contact Center Enterprise (centralized deployment with remote branches) and the remote branch lose the public network connection to both of the data centers? (Choose three.)

A. The local voice gateway detects the failure of the communications path. The voice gateway goes into SRST mode to provide local dial-tone functionality.

B. With Cisco Unified CVP, the voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then executes local bootstrap TCL script, answers the call, and forwards it to the hunt group.

C. The active call that arrived at the local PSTN connection and was answered by agent at that site remains active, however, the agent peripheral gateway loses access to the call and creates a TCD record.

D. The Cisco Finesse server detects the loss of connectivity to the agent desktop and automatically signs the agent out of the system.

E. With Cisco Unified CVP, the voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then connects to the communication manager cluster to provide local dial-tone functionality.

Correct Answer: ACD

**QUESTION 2**

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 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**

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 5**

In Cisco Finesse 10.0(x), Which is the last operation a supervisor need to perform in order to intercept the call?

A. after a supervisor has transferred the call.

B. after a supervisor has selected to talking agent for monitoring

C. after a supervisor has started monitoring a call

D. after a supervisor has barged into a call

Correct Answer: D

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