



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which three WAN/MAN configurations are valid in the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model? (Choose three.)

- A. A highly available visible network WAN/MAN/DWDM and a dedicated private network WAN.
- B. A highly available MPLS WAN shared by the visible and private networks with a 2 second convergence time.
- C. A highly available MPLS WAN shared by the visible and private networks where the private network is pinned to a single path and the visible network aligned to an alternate path failing to the private network path as redundant link with QoS and bandwidth provisioning.
- D. A highly available DWDM/CWDM network shared by the visible and private networks with a sub-500 ms convergence time.
- E. All traffic is converged on a single MPLS network by using appropriate QoS markings and settings to ensure latency and bandwidth requirements.
- F. A highly available DWDM/CWDM network shared by the visible and private networks with 1500 ms convergence time.

Correct Answer: ACD

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

In Cisco Finesse, which two workflow action types can be configured via the administration page? (Choose two.)

- A. HTTP Request
- B. Timer Action
- C. Scheduled Call Back



- D. Browser Pop
- E. Run Macro

Correct Answer: AD

QUESTION 4

Which three features does Cisco Unified Border Element provide when Cisco Unified CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)

- A. Silent Monitor inbound voice calls
- B. secure communication using flow around mode
- C. NAT for address hiding
- D. normalize SIP messages using SIP profiles
- E. record calls by forking the media using build-in-bridge
- F. demarcation point between networks

Correct Answer: CDF

QUESTION 5

Which attribute can be created in Cisco Unified Contact Center Enterprise Precision Routing?

- A. Boolean or proficiency
- B. string or integer
- C. Boolean or integer
- D. proficiency or array

Correct Answer: A

QUESTION 6

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 7

Which option describes the impact of co-loading the Cisco Unified Outbound SIP Dialer on the same servers as the agent peripheral gateway in the Cisco Unified Contact Center Enterprise?

- A. Cisco Unified Outbound Dialer does not reduce agent capacity on the peripheral gateway server.
- B. Cisco Unified Outbound Dialer reduces agent capacity by a factor of four--each outbound port is equivalent to four agents on the peripheral gateway.
- C. Cisco Unified Outbound Dialer reduces agent capacity by a factor of 1.33--each outbound port is equivalent to 1.33 agents on the peripheral gateway.
- D. Cisco Unified Outbound Dialer reduces agent capacity by a factor of 15--each outbound port is equivalent to 15 agents on the peripheral gateway.

Correct Answer: C

QUESTION 8

Cisco Unified Contact Center Enterprise uses Cisco Unified Customer Voice Portal in comprehensive mode. The customer estimates the peak inbound traffic to be 20 CPS, and that they have 10% transfer calls and 10% Courtesy Callback.

They need to deploy SIP proxy. How many minimum SIP invites should be used to size the SIP proxy?

- A. 24 invites/sec
- B. 88 invites/sec
- C. 96 invites/sec
- D. 22 invites/sec

Correct Answer: B

QUESTION 9

How does the Cisco Unified Contact Center Enterprise solution encrypt the logger database?

- A. AES
- B. SHA
- C. MD5



D. TLS

Correct Answer: C

QUESTION 10

In a Cisco Finesse 10.0(x) deployment, which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop? (Choose two.)

- A. digital certificate
- B. certificate authority certificate
- C. domain validation certificate
- D. self-signed certificate
- E. root certificate

Correct Answer: BD

QUESTION 11

Which four functional limitations are Whisper Announcements subject to? (Choose four.)

- A. Announcements do not play for outbound calls made by an agent.
- B. For a Whisper Announcement to work with agent-to-agent calls, use the SendToVRU or TranslationRouteToVRU node after you send the call to the agent.
- C. Announcements do not play when the router selects the agent through a label node.
- D. CVP Transfers do not support Whisper Announcements.
- E. Whisper Announcements do not support Silent Monitoring.
- F. Only one announcement can play for each call.
- G. While an announcement plays, you cannot put the call on hold, transfer, or conference; release the call; or request supervisor assistance.
- H. Whisper Announcements are not supported in a Mobile Agent deployment.

Correct Answer: ACFG

QUESTION 12

Which three statements about Courtesy Callback are true? (Choose three.)

- A. Courtesy Callback reduces the time callers have to wait in a queue.



- B. Courtesy Callback enables Cisco Unified Communication Manager to offer callers (who meet your criteria) the option to receive a courtesy callback by the system instead of waiting in the queue.
- C. The caller who has been queued by Cisco Unified Communication Manager can hang up and subsequently be called back when an agent is close to becoming available (preemptive callback).
- D. Courtesy Callback does not change the time a customer must wait to be connected to an agent.
- E. If the caller decides to be called back by the system, they leave their name and the time they want to be callback.
- F. You can schedule a callback for a specific time.
- G. Courtesy Callback is supported only with Cisco Voice Gateway.
- H. Courtesy Callback is not allowed with Agent Request API.

Correct Answer: ADG

QUESTION 13

Which two system responses are valid if the Cisco UCCE (centralized deployment with remote branches which includes agents, phones and desktops only) and the remote branch lose the public network connection to both of the data centers? (Choose two.)

- A. The Cisco Finesse server automatically signs the agent out of the system
- B. 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. Agents continue to have access to historical reports
- D. The active call that arrived at the local PSTN connection and was answered by agent at that site remains active
- E. 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: AD

QUESTION 14

Which two statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose two.)

- A. In Whisper Announcements, wave files must match Cisco Unified CVP encoding and format requirements (G.711, CCITT A-Law 8 kHz, 8 bit, mono).
- B. The maximum play time for a Whisper Announcement is subject to a timeout (default 45 sec).
- C. A maximum of two Whisper Announcements can play for each call.
- D. In Whisper Announcements, wave (.wav) is the only supported file type.
- E. While a Whisper Announcement is playing, the agent can put the call on hold.



Correct Answer: AD

QUESTION 15

In Cisco Finesse, which two workflow action types can be configured via the administration page? (Choose two.)

- A. Agent Notification
- B. Browser Pop
- C. Timer Action
- D. HTTP Request
- E. Run Macro

Correct Answer: BD

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