



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

Designing Cisco Unified Contact Center Enterprise (UCCED)

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### QUESTION 1

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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### QUESTION 2

In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement about the Cisco Unified Communications Manager peripheral gateway duplex pair is true?

- A. Each side of the peripheral gateway pair (side A and side B) must be configured to point to a local and a remote CTI Manager across the WAN from the PG location.
- B. The peripheral gateway private network may be shared with any other private connections--peripheral gateways or call routers/loggers.
- C. The peripheral gateway may use the highly available WAN connection between the sites (visible network) for all traffic--visible and private.
- D. The peripheral gateways must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

Correct Answer: B

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### QUESTION 3

Which Cisco Unified Customer Voice Portal Call Studio scripts are allowed to be modified for the Courtesy Callback feature?

- A. BillingQueue, Callback Engine, CallbackEntry, CallbackQueue, CallbackWait
- B. Billing, Callback Engine, CallbackEntry, CallbackQueue, CallbackWait
- C. BillingQueue, Callback Engine, CallbackEntry, CallbackBilling, CallbackWait
- D. BillingQueue, CallbackEntry, CallbackWait
- E. BillingQueue, Callback Engine, CallbackEntry
- F. Billing, CallbackEntry, CallbackWait

Correct Answer: D

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#### 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

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#### QUESTION 5

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

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#### QUESTION 6

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

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### QUESTION 7

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

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### QUESTION 8

Which three statements about QoS in a Cisco Unified Intelligent Contact Management solution are true? (Choose three.)

- A. In a Cisco Unified Intelligent Contact Management network, if the traffic is marked in the ICM, QoS trust needs to be enabled on access-layer routers and switches.
- B. The high priority queue for the private network should be granted 90 percent of total available bandwidth.
- C. The high priority queue for the private network should be granted 75 percent of total available bandwidth.
- D. The high priority queue for the private network should be granted 65 percent of total available bandwidth.
- E. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is no longer necessary.
- F. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is still necessary.

Correct Answer: ABE

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### QUESTION 9

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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### QUESTION 10

Which three statements about the Cisco Unified Customer Voice Portal Post Call Survey are true? (Choose three.)

- A. For reporting purposes, the Post Call Survey call has the same CallGUID and call context as the original inbound call.
- B. For reporting purposes, the Post Call Survey call has the ICM Router Key and call context from the original inbound call.
- C. The call context for the Post Call Survey includes all contexts up to the point where the call is transferred to the agent. Context that the agent creates after the transfer is not included in the Post Call Survey context.
- D. This feature lets you configure a call flow that, after the caller disconnects from the agent, optionally sends the call to a dialed number configured for a Post Call Survey.
- E. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the reporting server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.
- F. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the call server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.

Correct Answer: ACF

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### QUESTION 11

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

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### QUESTION 12

Which VMware feature is supported for use with Cisco Unified Contact Center Enterprise (UCCE)?

- A. VMware vMotion
- B. VMware distributed vSwitch
- C. VMware consolidated backup
- D. VMware snapshots E. vDisk thick provisioning

Correct Answer: E

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