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Designing Cisco Unified Contact Center Enterprise (UCCED)

Cisco 500-440

Version Demo

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QUESTION NO: 1

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.

ANSWER: A C D F**QUESTION NO: 2**

Which option initiates Test Other Side in the Cisco Contact Center Enterprise solution?

- A. Side A OPC
- B. Side A MDS
- C. Side B OPC
- D. Side B MDS
- E. OPC with disabled clock
- F. MDS with the disabled clock

ANSWER: F**QUESTION NO: 3**

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. You 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. You enable QoS for United CCE on Cisco UCS C-Series VMware-based environment.
- C. You disable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- D. You enable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- E. You enable QoS only for United CCE on third-party spec-based, VMware-based environment.

ANSWER: B D

QUESTION NO: 4

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.

ANSWER: B C

QUESTION NO: 5

Which statement about when you deploy Cisco Unified CCE on UCS B/C Tested Reference Design TRC servers where each physical CPU core is mapped 1-1 with a vCPU is true?

- A. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as you do not over-subscribe the computing resources in MHz on each server host.
- B. You cannot overload/over-subscribe the vCPU/cores on the UCS servers even if you do not over-subscribe the computing resources in MHz on each server host.
- C. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as the memory reservations are within 80% of the available memory of the host.
- D. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as the total CPU reservations are within 65 percent of the available CPU of the host (there is spare room in CPU computing resources).

ANSWER: B**QUESTION NO: 6**

In Cisco Unified Contact Center Enterprise Outbound option with SIP Dialer, which two campaign modes require a dialer port to place a call? (Choose two.)

- A. Direct Preview dialing mode
- B. Progressive dialing mode
- C. Predictive dialing mode
- D. Transfer to IVR dialing mode
- E. Courtesy Callback Dialing mode

ANSWER: B C**QUESTION NO: 7**

Which three features does Cisco Finesse provide as an out-of-the-box agent desktop? (Choose three.)

- A. basic call control (answer, hold, retrieve, end, and make call)
- B. advanced call control (consultation, transfer after consult, conference after consult)
- C. agent historical reports
- D. ready and login reason codes
- E. phonebooks and workflows
- F. desktop for third-party ACD

ANSWER: A B E**QUESTION NO: 8**

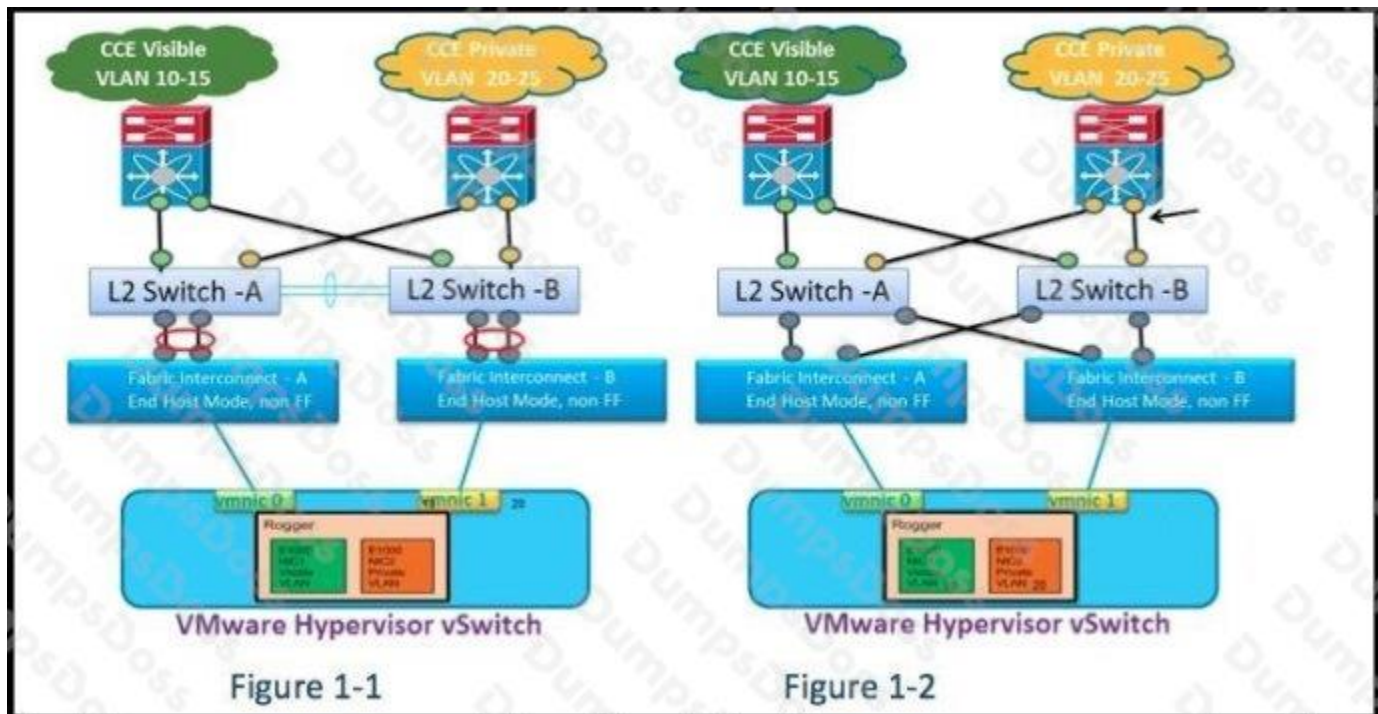
Which option describes the impact of using a Requalify Call node in a routing script for the Cisco Unified Contact Center Enterprise system?

- A. The call type is changed and continues the current script execution.
- B. The call is reset to the new call type, like a new call with all counters reset to zero.
- C. There is no impact, and the call type is used only for the initial script selection process.

D. The call is reclassified and the system executes a new routing associated with that call type.

ANSWER: D

QUESTION NO: 9



Refer to the exhibit. Which option describes Cisco Unified CCE on the UCS B Fabric Interconnection pair to the upstream network connectivity?

- A. Have a straight links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-1.
- B. Have a cross-connect links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-2.
- C. Any of the design options can be deployed with Cisco Unified CCE, but only one of those two options can be deployed within the entire solution.
- D. Both design options can be deployed with Cisco Unified CCE and you can include both design options within the solution.

ANSWER: B

QUESTION NO: 10

In Cisco Finesse 10.0(x), which VM network adapter type removes the requirement to disable the LRO feature on the VM host?

- A. Vlan network adapter type
- B. Flexible VM network adapter type
- C. E1000 network adapter type
- D. VMXNET network adapter type
- E. VMXNET3 network adapter type

ANSWER: C

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