



# 500-440<sup>Q&As</sup>

Designing Cisco Unified Contact Center Enterprise (UCCED)

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**QUESTION 1**

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

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

Correct Answer: C

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**QUESTION 2**

When you deploy Cisco Unified CCE on Cisco UCS C-Series Servers, which statement about the connectivity of the upstream switches is true?

- A. You can connect the Cisco UCS C-Series Servers to stacked Layer 2 switches (having multiple Layer 2 switches for HA but in a stackable configuration).
- B. You can connect to two or more Layer 2 upstream switches.
- C. You can connect to only one Layer 2 upstream switch per Cisco UCS C-Series Server.
- D. Cisco UCS C-Series Server does not support Layer 2 upstream switches.

Correct Answer: B

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**QUESTION 3**

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

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#### QUESTION 4

Which statement about when you deploy Cisco UCCE 12,000 agent deployment model 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 the total CPU reservations are within 65 percent of the available CPU of the host (there is spare room in CPU computing resources).
- B. You cannot overload/over-subscribe the vCPU/cores on the UCS servers even if you do not oversubscribe 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 you do not oversubscribe the computing resources in MHz on each server host.

Correct Answer: B

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#### QUESTION 5

In a Cisco Finesse 10.0(x) deployment, which option is needed from the primary and secondary servers for certificate authority to generate a root, intermediate, and application certificate for Cisco Finesse?

- A. fully qualified domain name of the servers
- B. physical MAC address of the NIC card from the Cisco Finesse servers
- C. Certificate Signing Request
- D. IP address of server
- E. system ID of the server

Correct Answer: C

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