



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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**QUESTION 1**

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 2

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.

Correct Answer: BC

QUESTION 3

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 4

Which two options are the maximum number of concurrent reports supported by CUIC? (Choose two.)

- A. Up to maximum agent capacity for historical report using live data
- B. 100 concurrent Historical reports
- C. 800 concurrent Real-time reports
- D. 400 concurrent Real-time reports
- E. 400 concurrent Historical reports

Correct Answer: AD

QUESTION 5

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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