



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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**QUESTION 1**

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

Correct Answer: F

QUESTION 2

To maintain end-to-end reporting context, when an agent transfers a call to another ICM Skill Group, to which Cisco Unified Communications Manager configuration object should the call be transferred?

- A. route pattern
- B. agent IP phone
- C. CTI route point
- D. translation pattern
- E. translation route

Correct Answer: C

QUESTION 3

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 4

Which three components are required in a Cisco Unified CVP VXML "standalone" server deployment model? (Choose three.)

- A. Cisco Unified CVP Call Studio
- B. Cisco Unified CVP VXML Server
- C. Cisco Unified CVP reporting server
- D. load balancer
- E. ingress voice gateway
- F. egress voice gateway
- G. VRU peripheral gateway

Correct Answer: ABE

QUESTION 5

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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