500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Erlang calculations are used to size contact center resources. Which two resources are sized by using Erlang-B? (Choose two.)

A. reporting ports

B. estimated wait times

C. PSTN gateway trunks

D. agents

E. IVR ports

Correct Answer: CE

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

A. desktop for third-party ACD

B. phonebooks and workflows

C. content sharing gadget

D. basic call control (answer, hold, retrieve, end, and make call)

E. agent historical reports

Correct Answer: BD

QUESTION 4

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

A. VMware vMotion

B. VMware distributed vSwitch

C. VMware consolidated backup

D. VMware snapshots

E. vDisk thick provisioning

Correct Answer: E

QUESTION 5

In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with new redundancy requirements for Administration. Which option is the recommended configuration?

A. 1 - Primary AW, 1 - Secondary AW

B. 1 - Primary AW, 1 ?Administration Client

C. 1 - Secondary AW, 1 ?Administration Client

D. 2 - Primary Administration Client, 1 - Secondary Administration Client

Correct Answer: A