



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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**QUESTION 1**

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

QUESTION 2

Which three benefits does a Cisco Unified Contact Center Enterprise centralized deployment with small agents branch provide? (Choose three.)

- A. It requires only a small data switch and router, IP phones, and agent desktops at remote sites for a few agents.
- B. It requires only limited system and network management skills at remote sites.
- C. Small remote branches require PSTN and SIP trunks, in addition to the ones needed for local POTS lines for emergency services (911) in the event of a WAN link loss.
- D. PSTN trunks for incoming traffic connect to data centers for efficiency.
- E. It does not use VoIP WAN bandwidth when an agent is answering the call.
- F. Calls extend over the WAN only while calls are in queue.

Correct Answer: ABD

QUESTION 3

Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

- A. SIP REFER label and SigDigits
- B. SIP REFER with ICM router requery
- C. SIP REFER with ICM script Send To VRU node
- D. SIP REFER with custom SIP header
- E. SIP REFER with routing label "rfxxxx" and standalone Cisco Unified CVP with ICM Lookup label



F. SIP REFER with ECC variable user.sip.transfer

Correct Answer: ACD

QUESTION 4

In the Cisco Unified Contact Center Enterprise Outbound Option with SIP Dialer, which two Dialing Modes apply to Transfer to IVR based campaigns? (Choose two.)

- A. Preview dialing mode
- B. Direct Preview dialing mode
- C. Progressive dialing mode
- D. Predictive dialing mode
- E. Callback mode

Correct Answer: CD

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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