600-455^{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

The Cisco Finesse supervisor features extend the agent desktop with additional gadgets. Which three additional features are provided? (Choose three.)

A. team performance gadget to view agent status

B. queue statistics gadget to view queue (skill group) statistics for the supervisor\\'s queues

C. Cisco Unified Communications Manager Remote Silent Monitoring

D. barge-in and intercept

E. gadget to park calls

F. transcoder gadget for recording

Correct Answer: ABD

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 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 5

Which option describes the recommended way to configure redundant Cisco Unified Communications Manager subscribers for Cisco IP phone registration in a single cluster for the Cisco Unified Contact Center Enterprise solution?

A. Add a redundant device pool to the Cisco Unified CallManager Group configuration.

B. Add a second TFTP server to the cluster.

C. Add an additional Cisco Unified Communications Manager subscriber to the Cisco Unified Communications Manager Group defined in device pool of the Cisco IP Phone.

D. Use an SRST reference in the device pool.

Correct Answer: C

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