



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which four items are factors of bandwidth requirements for the visible network connection between the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway and the call router? (Choose four.)

- A. busy hour call attempts
- B. number of skill groups per agent
- C. number of agents
- D. number of call types
- E. percent of traffic with Courtesy Callback
- F. number of call and ECC variables
- G. number of concurrent real-time reports
- H. percent of traffic requires Agent Greeting
- I. percent of traffic requires Whisper Announcements

Correct Answer: ABCF

QUESTION 2

Which statement about the Cisco UCCE solution in the virtualized environment is true?

- A. VMWare NIC teaming whether in active-active or active-standby configuration on the UCS B/C series is supported.
- B. Nexus 1000V virtual distributed switch can be used but only for 500 agent deployment mode.
- C. Cisco UCS VIC can be used on UCS C series TRC models.
- D. Spec-based virtualized servers based on intel E5 26xx cpu family at speed 2.40 GHz is supported.

Correct Answer: C

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_11_0_1/Installation/Guide/UCCE_BK_S9AC0C85_00_ucce-install-upgrade-guide/UCCE_BK_S9AC0C85_00_ucce-installupgrade-guide_chapter_01.html

QUESTION 3

Which two statements about the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model are true? (Choose two.)

- A. With Cisco Unified Computing System C-Series Servers, you must deploy dual SAN on each data center.
- B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber



nodes must be highly available and designed with no single point of failure.

C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP Phone connections if they are using Cisco Finesse.

D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.

E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Correct Answer: BE

QUESTION 4

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

QUESTION 5

Which three minimum 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

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