600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

Which three WAN/MAN configurations are valid in the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model? (Choose three.)

A. A highly available visible network WAN/MAN/DWDM and a dedicated private network WAN.

B. A highly available MPLS WAN shared by the visible and private networks with a 2 second convergence time.

C. A highly available MPLS WAN shared by the visible and private networks where the private network is pinned to a single path and the visible network aligned to an alternate path failing to the private network path as redundant link with QoS and bandwidth provisioning.

D. A highly available DWDM/CWDM network shared by the visible and private networks with a sub-500 ms convergence time.

E. All traffic is converged on a single MPLS network by using appropriate QoS markings and settings to ensure latency and bandwidth requirements.

F. A highly available DWDM/CWDM network shared by the visible and private networks with 1500 ms convergence time.

Correct Answer: ACD

QUESTION 3

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 4

Which two statements about Cisco Unified Mobile Agents are true? (Choose two.)

A. An additional voice gateway is required for Silent Monitoring.

B. They extend and connect.

C. They perform call control features (example: Hold/Conference/Transfer) only from the agent desktop.

D. They are limited only to PSTN phones and mobile phone; IP phones are not supported.

Correct Answer: AC

QUESTION 5

A customer has a remote site with 100 agents, and the remote site only has SRST for E.911. 50% of the supervisors are located at HQ where the data center is. The agents to supervisor ratio is 10%. The customer requires that supervisors from any remote site can record and silent monitor active calls. With BW design consideration, how many minimum RTP streams are needed between the data center and agent remote sites?

A. 300 RTP streams

B. 150 RTP streams

C. 110 RTP streams

D. 120 RTP streams

Correct Answer: C

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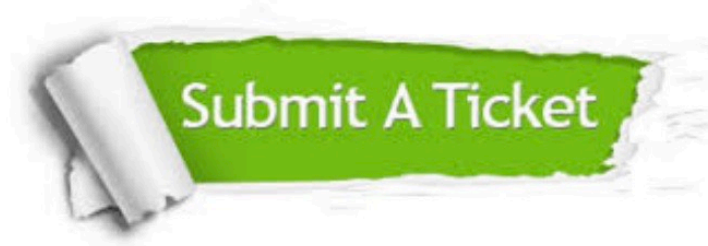
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