500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

Which three 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

QUESTION 3

Which statement about when you deploy Cisco Unified CCE on UCS B/C Tested Reference Design TRC servers where each physical CPU core is mapped 1-1 with a vCPU is true?

A. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as you do not oversubscribe the

computing resources in MHz on each server host.

B. You cannot overload/over-subscribe the vCPU/cores on the UCS servers even if you do not oversubscribe the computing resources in MHz on each server host.

C. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as the memory reservations are within 80% of the available memory of the host.

D. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as the total CPU reservations are within 65 percent of the available CPU of the host (there is spare room in CPU computing resources).

Correct Answer: B

QUESTION 4

Which two features does the SIP Proxy provide when deployed with Cisco UCCE, Cisco Unified CVP? (Choose two.)

A. demarcation point between networks

B. centralized dial plan

C. SIP VXML voice browser

D. N+1 or N:N redundancy

E. load balancer for HTTP and SIP

Correct Answer: BD

QUESTION 5

In a Cisco Finesse 10.0(x) deployment, which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop? (Choose two.)

A. digital certificate

B. certificate authority certificate

C. domain validation certificate

D. self-signed certificate

E. root certificate

Correct Answer: BD

QUESTION 6

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

QUESTION 7

In Cisco Finesse, which two workflow action types can be configured via the administration page? (Choose two.)

A. Agent Notification

B. Browser Pop

C. Timer Action

D. HTTP Request

E. Run Macro

Correct Answer: BD

QUESTION 8

Which are the three minimum components required in a Cisco Unified CVP VXML "standalone" deployment model? (Choose three.)

A. Cisco Unified CVP reporting server

B. Cisco Unified CVP Call Studio

C. Cisco Unified CVP VXML Server

D. VXML virtual voice browser

E. VRU peripheral gateway

F. egress voice gateway

Correct Answer: BCF

QUESTION 9

Which Cisco Unified Border Element configuration is correct for a Cisco Unified Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

A. You must dedicate a voice gateway for VXML browser sessions.

B. You must configure Cisco Unified Border Element as media pass flow-around mode.

C. You must configure Cisco Unified Border Element as media pass flow-through mode.

D. You must use box-to-box Cisco Unified Border Element redundancy.

Correct Answer: C

QUESTION 10

With Cisco Unified Contact Center Enterprise, what is the maximum number of skill groups in a Cisco Finesse Queue gadget?

A. 100

B. 15

C. 50

D. 20

Correct Answer: C

QUESTION 11

Which setup is correct when you configure the Cisco UCS B VICs to reach the Fabric Interconnect Switches for the Cisco UCCE on UCS B deployments?

A. Disable the Fabric Failover only when the UCS B FI connects to a Disjointed L2 domain in the upstream network

B. Enable the Fabric Failover to reach both Fabric Interconnect A and B in HA paths

C. Disable the Fabric Failover option.

D. Enable the Fabric Failover only when the UCS B FI connects to a Common L2 domain in the upstream network

Correct Answer: C

QUESTION 12

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 13

Which statement about using agent targeting rules in Cisco Unified Contact Center Enterprise is true?

A. Agent device targets must be created for each phone that is used by an agent.

B. Agent labels must be created for each routing client that can route calls to an agent.

C. Agent extensions can be defined as a range, without having to build each device target.

D. Agent targeting rules are not allowed with translation routes.

Correct Answer: C

QUESTION 14

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

QUESTION 15

In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with two new Admin Workstations as the only AWs at the site. Which option is the recommended configuration (AW type) for these two machines?

A. 1 - Primary Distributor AW, 1 - Secondary Distributor AW

B. 1 - Primary Distributor AW, 1 - Client AW

C. 1 - Secondary Distributor AW, 1 - Client AW

D. 2 - Client AWs

E. 2 - Secondary Distributor AWs

F. 1 - Primary Client AW, 1 - Secondary Client AW

Correct Answer: A

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