



# 600-455<sup>Q&As</sup>

Designing Cisco Unified Contact Center Enterprise (UCCED)

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**QUESTION 1**

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

- A. busy hour call attempts
- B. number of skill groups per agent
- C. percent of traffic with Courtesy Callback
- D. number of concurrent real-time reports
- E. percent of traffic requires Agent Greeting

Correct Answer: AB

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**QUESTION 2**

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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**QUESTION 3**

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

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**QUESTION 4**

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

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**QUESTION 5**

Which option describes the impact of using a Requalify Call node in a routing script for the Cisco Unified Contact Center Enterprise (UCCE) system?

- A. The call type is changed and continues the current script execution.
- B. The call is reset to the new call type, like a new call with all counters reset to zero.
- C. There is no impact, and the call type is used only for the initial script selection process.
- D. The call is reclassified and the system executes a new routing associated with that call type.

Correct Answer: D

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**QUESTION 6**

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 over-subscribe 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 over-subscribe 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

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**QUESTION 7**

How does the Cisco Unified Contact Center Enterprise solution encrypt the logger database?

- A. AES
- B. SHA
- C. MD5
- D. TLS

Correct Answer: C

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**QUESTION 8**

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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**QUESTION 9**

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

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**QUESTION 10**

Which three features or functionalities does Cisco Unified Communications Manager provide for Cisco Unified CCE and Cisco Unified Customer Voice Portal? (Choose three.)

- A. transfer call routing from agent to agent
- B. CTI data on Cisco Agent Desktop screen pop
- C. Courtesy Callback
- D. Cisco Mobile Agents
- E. Cisco Extension Mobility for agents
- F. call queuing

Correct Answer: ADE

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**QUESTION 11**

Which three features does the SIP Proxy software provide when Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, and Cisco Unified SIP Proxy are used? (Choose three.)

- A. centralized dial plan
- B. load balancer for HTTP and SIP
- C. integration with Cisco ISR using SM-SRE
- D. N+1 or N.N redundancy
- E. box-to-box redundancy
- F. demarcation point between networks

Correct Answer: ACD

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**QUESTION 12**

Which three statements about the Cisco Unified CVP Post Call Survey (PCS) are true? (Choose Three)

- A. The mapping of a dialed number pattern to a PCS number enables the PCS feature for the call.
- B. PCS lets you schedule a call to the caller at a later time.
- C. For reporting purposes, the PCS call has the same call key information
- D. The value of the user microapp is PCS controls whether the call is transferred to the PCS number.
- E. SIP REFER call flow is required to trigger PCS.
- F. The call context for the PCS includes GUID and all contexts up to the point where the call is transferred to the agent.



Context that the agent creates after the transfer is not included in the PCS context.

Correct Answer: ADF

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