



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 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 3

In Cisco Finesse 10.0(x), which VM network adapter type removes the requirement to disable the LRO feature on the VM host?

- A. Vlance network adapter type
- B. Flexible VM network adapter type



- C. E1000 network adapter type
- D. VMXNET network adapter type
- E. VMXNET3 network adapter type

Correct Answer: C

QUESTION 4

Which option describes the impact of co-loading the Cisco Unified Outbound SIP Dialer on the same servers as the agent peripheral gateway in the Cisco Unified Contact Center Enterprise?

- A. Cisco Unified Outbound Dialer does not reduce agent capacity on the peripheral gateway server.
- B. Cisco Unified Outbound Dialer reduces agent capacity by a factor of four--each outbound port is equivalent to four agents on the peripheral gateway.
- C. Cisco Unified Outbound Dialer reduces agent capacity by a factor of 1.33--each outbound port is equivalent to 1.33 agents on the peripheral gateway.
- D. Cisco Unified Outbound Dialer reduces agent capacity by a factor of 15--each outbound port is equivalent to 15 agents on the peripheral gateway.

Correct Answer: C

QUESTION 5

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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