

DUMPS ARENA

Designing Cisco Unified Contact Center Enterprise (UCCED)

Cisco 500-440

Version Demo

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QUESTION NO: 1

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

- A. Vlan network adapter type
- B. Flexible VM network adapter type
- C. E1000 network adapter type
- D. VMXNET network adapter type
- E. VMXNET3 network adapter type

ANSWER: C**QUESTION NO: 2**

Which three statements about QoS in a Cisco Unified Intelligent Contact Management solution are true? (Choose three.)

- A. In a Cisco Unified Intelligent Contact Management network, if the traffic is marked in the ICM, QoS trust needs to be enabled on access-layer routers and switches.
- B. The high priority queue for the private network should be granted 90 percent of total available bandwidth.
- C. The high priority queue for the private network should be granted 75 percent of total available bandwidth.
- D. The high priority queue for the private network should be granted 65 percent of total available bandwidth.
- E. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is no longer necessary.
- F. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is still necessary.

ANSWER: A B E**QUESTION NO: 3**

Refer to the exhibit.

Queue Name ▲	# Calls	Max. Time	Ready	Not Ready	Active			Wrap Up	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
First_PQ	0	00:00:00	0	1	0	0	0	0	0
skilgroup1	0	00:00:00	0	1	0	0	0	0	0
skilgroup2	0	00:00:00	0	1	0	0	0	0	0
skilgroup3	0	00:00:00	0	1	0	0	0	0	0

In a Cisco Finesse 10.0(x) deployment, in Supervisor Gadget under the Queue Statistics pane, which option describes what the Other column represents?

- A. number of agents assigned to the queue who are on inbound calls
- B. number of calls handled by the agents associated with that queue
- C. number of agents assigned to the queue who are on outbound calls
- D. number of agents assigned to the queue who are on internal consult calls
- E. number of agents assigned to the other queues

ANSWER: D

QUESTION NO: 4

Which Cisco Unified Border Element configuration is correct when deployed with Cisco UCCE Unified CVP?

- 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.

ANSWER: C

QUESTION NO: 5

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.
- E. They are required for video endpoints.

ANSWER: A C

QUESTION NO: 6

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

ANSWER: A

QUESTION NO: 7

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

ANSWER: A B E

QUESTION NO: 8

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 context 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

ANSWER: A D F

QUESTION NO: 9

Which three statements about the Cisco Unified Customer Voice Portal Post Call Survey are true? (Choose three.)

- A. For reporting purposes, the Post Call Survey call has the same CallGUID and call context as the original inbound call.
- B. For reporting purposes, the Post Call Survey call has the ICM Router Key and call context from the original inbound call.
- C. The call context for the Post Call Survey includes 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 Post Call Survey context.
- D. This feature lets you configure a call flow that, after the caller disconnects from the agent, optionally sends the call to a dialed number configured for a Post Call Survey.
- E. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the reporting server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.
- F. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the call server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.

ANSWER: A C F

QUESTION NO: 10

When using microapps, which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode?

- A. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
- B. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway
- C. SIP Trunk, ICM: CVP Type 7 VRU and Network VRU labels, VXML Gateway
- D. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

ANSWER: D