500-440 ^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

Which two statements about the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model are true? (Choose two.)

A. With Cisco Unified Computing System C-Series Servers, you must deploy dual SAN on each data center.

B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.

C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP Phone connections if they are using Cisco Finesse.

D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.

E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Correct Answer: BE

QUESTION 3

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

QUESTION 4

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 5

When you deploy Cisco Unified CCE on Cisco UCS C-Series Servers, which statement about the connectivity of the upstream switches is true?

A. You can connect the Cisco UCS C-Series Servers to stacked Layer 2 switches (having multiple Layer 2 switches for HA but in a stackable configuration).

B. You can connect to two or more Layer 2 upstream switches.

C. You can connect to only one Layer 2 upstream switch per Cisco UCS C-Series Server.

D. Cisco UCS C-Series Server does not support Layer 2 upstream switches.

Correct Answer: B

QUESTION 6

You deploy Cisco Unified Contact Center Enterprise on a Cisco UCS C-Series Server and Unified Contact Center Enterprise is split over WAN with a dedicated WAN circuit for United CCE private traffic. Which two statements about QoS are true? (Choose two.)

A. You disable QoS because it is not needed, and the Cisco UCS C-Series Server includes multiple NICs and dedicated NICs for certain VM traffic environment.

B. You enable QoS for United CCE on Cisco UCS C-Series VMware-based environment.

C. You disable QoS for United CCE on Cisco UCS B-Series VMware-based environment.

D. You enable QoS for United CCE on Cisco UCS B-Series VMware-based environment.

E. You enable QoS only for United CCE on third-party spec-based, VMware-based environment.

Correct Answer: BD

QUESTION 7

The Cisco Finesse supervisor features extend the agent desktop with additional gadgets. Which three additional features are provided? (Choose three.)

A. team performance gadget to view agent status

B. queue statistics gadget to view queue (skill group) statistics for the supervisor\\'s queues

C. Cisco Unified Communications Manager Remote Silent Monitoring

D. barge-in and intercept

E. gadget to park calls

F. transcoder gadget for recording

Correct Answer: ABD

QUESTION 8

Which VMware feature is supported for use with Cisco Unified Contact Center Enterprise?

A. VMware vMotion

B. VMware distributed vSwitch

C. VMware consolidated backup

D. VMware snapshots

E. vDisk thick provisioning

Correct Answer: E

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

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 11

Which two primary factors affect bandwidth sizing between a Cisco Unified Intelligence Center server and client? (Choose two.)

A. number of historical reports the user is running concurrently

B. number of concurrent agents logged on to Cisco Unified Intelligence Center

C. number of historical database servers in the deployment

D. number of real-time reports the user is running concurrently

E. total ECC variables in bytes

Correct Answer: AD

QUESTION 12

Which three benefits does a Cisco Unified Contact Center Enterprise centralized deployment with small agents branch provide? (Choose three.)

A. It requires only a small data switch and router, IP phones, and agent desktops at remote sites for a few agents.

B. It requires only limited system and network management skills at remote sites.

C. Small remote branches require PSTN and SIP trunks, in addition to the ones needed for local POTS lines for emergency services (911) in the event of a WAN link loss.

D. PSTN trunks for incoming traffic connect to data centers for efficiency.

E. It does not use VoIP WAN bandwidth when an agent is answering the call.

F. Calls extend over the WAN only while calls are in queue.

Correct Answer: ABD

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

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 15

Which type of traffic from the peripheral gateway to the central controller is considered high priority in the Cisco Unified

Contact Center Enterprise solution?

A. configuration requests

B. skill group data

C. routing and DMP control traffic

D. Real-Time Monitoring

Correct Answer: C

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