



# 500-440<sup>Q&As</sup>

Designing Cisco Unified Contact Center Enterprise (UCCED)

## Pass Cisco 500-440 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/500-440.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco  
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





### QUESTION 1

Cisco Unified Contact Center Enterprise uses Cisco Unified Customer Voice Portal in comprehensive mode. The customer estimates the peak inbound traffic to be 20 CPS, and that they have 10% transfer calls and 10% Courtesy Callback.

They need to deploy SIP proxy. How many minimum SIP invites should be used to size the SIP proxy?

- A. 24 invites/sec
- B. 88 invites/sec
- C. 96 invites/sec
- D. 22 invites/sec

Correct Answer: B

---

### QUESTION 2

Which option initiates Test Other Side in the Cisco Contact Center Enterprise solution?

- A. Side A OPC
- B. Side A MDS
- C. Side B OPC
- D. Side B MDS
- E. OPC with disabled clock
- F. MDS with the disabled clock

Correct Answer: F

---

### QUESTION 3

A Cisco Unified Contact Center Enterprise solution is designed with geographic redundancy for the central controllers (with separate call routers and loggers). If Call Router Side A has device majority and its Ethernet private network NIC fails, which two events occur? (Choose two.)

- A. The Call Router Side B stays active, while the Call Router Side A goes idle.
- B. The Call Router Side A stays active, while Call Router Side B goes idle.
- C. There is no ability to make ICM configuration changes.
- D. Both sides go out of service for small period of time, Call Router Side A goes active, and Call Router Side B goes



idle.

E. The system operates as it did prior to failure.

Correct Answer: BC

#### QUESTION 4

Which four functional limitations are Whisper Announcements subject to? (Choose four.)

A. Announcements do not play for outbound calls made by an agent.

B. For a Whisper Announcement to work with agent-to-agent calls, use the SendToVRU or TranslationRouteToVRU node after you send the call to the agent.

C. Announcements do not play when the router selects the agent through a label node.

D. CVP Transfers do not support Whisper Announcements.

E. Whisper Announcements do not support Silent Monitoring.

F. Only one announcement can play for each call.

G. While an announcement plays, you cannot put the call on hold, transfer, or conference; release the call; or request supervisor assistance.

H. Whisper Announcements are not supported in a Mobile Agent deployment.

Correct Answer: ACFG

#### QUESTION 5

Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

A. SIP trunk alternate destination routing (ADR) must be disabled for REFER

B. An application-controlled alternative is to set an ECC variable (user.sip.refertransfer) to the value y in the Unified ICM script

C. Router require on a failed SIP Refer transfer where the survivability service is not handling the SIP Refer request

D. Direct Refer transfer using label works only if Send To VRU node is NOT used before the Refer

E. Unified ICM sends Unified CVP a routing label with a format of rfXXXX

F. Standalone Cisco Unified CVP with ICM Lookup label

Correct Answer: BCE