



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

In Cisco Finesse, which two workflow action types can be configured via the administration page? (Choose two.)

- A. HTTP Request
- B. Timer Action
- C. Scheduled Call Back
- D. Browser Pop
- E. Run Macro

Correct Answer: AD

QUESTION 3

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 4

Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system?

- A. when QoS is enabled on both networks
- B. in cases in which there is gigabit bandwidth between sites
- C. under no circumstances
- D. when the Cisco Catalyst switch has dual power supplies

Correct Answer: C

QUESTION 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.

Correct Answer: AC

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