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Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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

QUESTION 2

Which setup is correct when you configure Cisco UCS B-Series VICs (M81KR/12xx VICs) for Cisco Unified Contact Center Enterprise on Cisco UCS B-Series deployments?

- A. Enable Fabric Failover as an extra redundancy measure so that traffic from the UCS B-Series blade has the HA paths. (Both FI-A and FI-B paths are used in a failover scheme.)
- B. Disable the Fabric Failover option.
- C. Disregard this option because either mode is fine with Cisco Unified CCE on UCS B-Series deployments.
- D. Enable this Fabric Failover when the connected upstream network is operating in a Common Layer 2 domain.
- E. Disable this Fabric Failover when the connected upstream network is operating in a Disjointed Layer 2 domain.

Correct Answer: B

QUESTION 3

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

Correct Answer: C

QUESTION 4



Which statement about when you deploy Cisco UCCE 12,000 agent deployment model 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 the total CPU reservations are within 65 percent of the available CPU of the host (there is spare room in CPU computing resources).
- 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 you do not oversubscribe the computing resources in MHz on each server host.

Correct Answer: B

QUESTION 5

Which two statements about a Contact Center Enterprise solution in virtualized environment are true? (Choose two.)

- A. UCS B/C series NIC teaming is supported.
- B. 10/100 NIC speeds are supported.
- C. Gigabit Ethernet Auto Negotiation is optional for NIC and switch.
- D. 802.1Q uplinks to VMware hosts must not be configured for host/edge spanning-tree forwarding.

Correct Answer: AC

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