



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

In Cisco Unified Contact Center Enterprise Outbound option with SIP Dialer, which two campaign modes require a dialer port to place a call? (Choose two.)

- A. Direct Preview dialing mode
- B. Progressive dialing mode
- C. Predictive dialing mode
- D. Transfer to IVR dialing mode
- E. Courtesy Callback Dialing mode

Correct Answer: BC

QUESTION 2

Which two features does Cisco Unified Border Element provide when Cisco Unified CCE and Cisco Unified Customer Voice Portal are used? (Choose two.)

- A. load balancing outbound calls
- B. secure communication using flow around mode
- C. normalize SIP messages using SIP profiles
- D. Silent Monitor inbound voice calls
- E. record calls by forking the media

Correct Answer: AC

QUESTION 3

The Cisco Finesse in a Cisco Unified Contact Center Enterprise deployment includes the Tomcat service. Which three applications does the Tomcat service contain? (Choose three.)

- A. Finesse desktop application
- B. Finesse REST API
- C. Finesse VXML applications
- D. Finesse HTTP server
- E. Finesse administration application
- F. Finesse CTI Object application



Correct Answer: ABE

QUESTION 4

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

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

Correct Answer: C

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

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