500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

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 3

How does the Cisco Unified Contact Center Enterprise solution encrypt the logger database?

A. AES

B. SHA

C. MD5

D. TLS

Correct Answer: C

QUESTION 4

Under which circumstance(s), can the Public/Visible network share the WAN with the Private network in the Cisco

UCCE Clustering over the WAN deployments?

A. SONET WAN with multiple edge devices per Data Center to connect to the SONET ring

B. under no circumstances

C. MPLS WAN with a single edge device per Data Center that connects to multiple 1 Gbps WAN circuits and the failover between the WAN circuits is less than 500 ms.

D. MPLS WAN with multiple 1 Gbps WAN circuits and a fast 100 ms Round Trip latency between Data Centers

Correct Answer: B

QUESTION 5

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

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