



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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 2

Which three statements about Courtesy Callback are true? (Choose three.)

- A. Courtesy Callback reduces the time callers have to wait in a queue.
- B. Courtesy Callback enables Cisco Unified Communication Manager to offer callers (who meet your criteria) the option to receive a courtesy callback by the system instead of waiting in the queue.
- C. The caller who has been queued by Cisco Unified Communication Manager can hang up and subsequently be called back when an agent is close to becoming available (preemptive callback).
- D. Courtesy Callback does not change the time a customer must wait to be connected to an agent.
- E. If the caller decides to be called back by the system, they leave their name and the time they want to be callback.
- F. You can schedule a callback for a specific time.
- G. Courtesy Callback is supported only with Cisco Voice Gateway.
- H. Courtesy Callback is not allowed with Agent Request API.

Correct Answer: ADG

QUESTION 3

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

QUESTION 4

Which four items are factors of bandwidth requirements for the visible network connection between the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway and the call router? (Choose four.)

- A. busy hour call attempts
- B. number of skill groups per agent
- C. number of agents
- D. number of call types
- E. percent of traffic with Courtesy Callback
- F. number of call and ECC variables
- G. number of concurrent real-time reports
- H. percent of traffic requires Agent Greeting
- I. percent of traffic requires Whisper Announcements

Correct Answer: ABCF

QUESTION 5

Which statement about the Cisco UCCE solution in the virtualized environment is true?

- A. VMware NIC teaming whether in active-active or active-standby configuration on the UCS B/C series is supported
- B. Nexus 1000V virtual distributed switch can be used but only for 500 agent deployment model
- C. Cisco UCS VIC can be used on UCS C series TRC models
- D. Spec-based virtualized servers based on Intel E5 26xx cpu family at speed 2.40 GHz is supported

Correct Answer: D

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