



# 500-440<sup>Q&As</sup>

Designing Cisco Unified Contact Center Enterprise (UCCED)

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### QUESTION 1

Erlang calculations are used to size contact center resources. Which two resources are sized by using Erlang-B? (Choose two.)

- A. agents
- B. IVR ports
- C. PSTN gateway trunks
- D. reporting ports

Correct Answer: BC

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### QUESTION 2

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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### 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

Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

- A. SIP REFER label and SigDigits
- B. SIP REFER with ICM router requery
- C. SIP REFER with ICM script Send To VRU node
- D. SIP REFER with custom SIP header
- E. SIP REFER with routing label "rfxxxx" and standalone Cisco Unified CVP with ICM Lookup label
- F. SIP REFER with ECC variable user.sip.transfer

Correct Answer: ACD

#### QUESTION 5

Refer to the exhibit.

Queue Statistics									
Queue Name ▲	# Calls	Max Time	Ready	Not Ready	Active			Wrap Up	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
First_PQ	0	00:00:00	0	1	0	0	0	0	0
skillgroup1	0	00:00:00	0	1	0	0	0	0	0
skillgroup2	0	00:00:00	0	1	0	0	0	0	0
skillgroup3	0	00:00:00	0	1	0	0	0	0	0

In a Cisco Finesse 10.0(x) deployment, in Supervisor Gadget under the Queue Statistics pane, which option describes what the Other column represents?

- A. number of agents assigned to the queue who are on inbound calls
- B. number of calls handled by the agents associated with that queue
- C. number of agents assigned to the queue who are on outbound calls
- D. number of agents assigned to the queue who are on internal consult calls
- E. number of agents assigned to the other queues

Correct Answer: D

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