



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which two features does Cisco Finesse provide as an out-of-the-box agent desktop? (Choose three.)

- A. desktop for third-party ACD
- B. phonebooks and workflows
- C. content sharing gadget
- D. basic call control (answer, hold, retrieve, end, and make call)
- E. agent historical reports

Correct Answer: BD

QUESTION 2

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 3

When you deploy Cisco Unified CCE on Cisco UCS C-Series Servers, which statement about the connectivity of the upstream switches is true?

- A. You can connect the Cisco UCS C-Series Servers to stacked Layer 2 switches (having multiple Layer 2 switches for HA but in a stackable configuration).
- B. You can connect to two or more Layer 2 upstream switches.



- C. You can connect to only one Layer 2 upstream switch per Cisco UCS C-Series Server.
- D. Cisco UCS C-Series Server does not support Layer 2 upstream switches.

Correct Answer: B

QUESTION 4

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 5

Which two options are the maximum number of concurrent reports supported with the Packaged CCE Data Server Release 10.5? (Choose two.)

- A. 100 concurrent Real-time reports
- B. 400 concurrent Real-time reports
- C. 800 concurrent Real-time reports
- D. 50 concurrent Historical reports
- E. 100 concurrent Historical reports
- F. 200 concurrent Historical reports

Correct Answer: BF

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