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Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which type of traffic from the peripheral gateway to the central controller is considered high priority in the Cisco Unified Contact Center Enterprise solution?

A. configuration requests

B. skill group data

C. routing and DMP control traffic

D. Real-Time Monitoring

Correct Answer: C

QUESTION 2

A Cisco Unified Contact Center Enterprise solution is designed with geographic redundancy for the central controllers (with separate call routers and loggers). If Call Router Side A has device majority and its Ethernet private network NIC fails, which two events occur? (Choose two.)

A. Both sides go out of service for small period of time, Call Router Side A goes active, and Call Router Side B goes idle

B. Both sides go in service for small period of time, Call Router Side A goes active after negotiations with Call Router Side B, Call Router Side B goes idle

C. There is no ability to make ICM configuration changes at Side B

D. The Call Router Side A stays active, while Call Router Side B goes idle

E. The Call Router Side B stays active, while the Call Router Side A goes idle

Correct Answer: CD

QUESTION 3

Which setup is correct when you configure the Cisco UCS B VICs to reach the Fabric Interconnect Switches for the Cisco UCCE on UCS B deployments?

A. Disable the Fabric Failover only when the UCS B FI connects to a Disjointed L2 domain in the upstream network

B. Enable the Fabric Failover to reach both Fabric Interconnect A and B in HA paths

C. Disable the Fabric Failover option.

D. Enable the Fabric Failover only when the UCS B FI connects to a Common L2 domain in the upstream network

Correct Answer: C

QUESTION 4

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 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