500-440 Q&As

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which option initiates Test Other Side in the Cisco Contact Center Enterprise solution?

A. Side A OPC

B. Side A MDS

C. Side B OPC

D. Side B MDS

E. OPC with disabled clock

F. MDS with the disabled clock

Correct Answer: F

QUESTION 2

For the Cisco Contact Center Enterprise Outbound option, which Cisco Unified Communications Manager feature can be used to disable ring back during transfer to agent for a scenario that involves SIP trunks?

A. replaces header script

B. normalization script

C. association script

D. transformation script

Correct Answer: B

QUESTION 3

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

QUESTION 4

Which two features or functionalities does Cisco Unified Communications Manager provide for Cisco Unified CCE and Cisco Unified Customer Voice Portal? (Choose two.)

A. agent to agent transfer

B. Cisco Extension Mobility for agents

C. call queuing

D. CTI data on Cisco Agent Desktop screen pop

Correct Answer: AB

QUESTION 5

In the Cisco Unified Contact Center Enterprise Outbound Option with SIP Dialer, which two Dialing Modes apply to Transfer to IVR based campaigns? (Choose two.)

A. Preview dialing mode

B. Direct Preview dialing mode

C. Progressive dialing mode

D. Predictive dialing mode

E. Callback mode

Correct Answer: CD

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