



500-440^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

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

QUESTION 2

Which statement about when you deploy Cisco Unified CCE on UCS B/C Tested Reference Design TRC servers where each physical CPU core is mapped 1-1 with a vCPU is true?

- A. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as you do not oversubscribe the computing resources in MHz on each server host.
- B. You cannot overload/over-subscribe the vCPU/cores on the UCS servers even if you do not oversubscribe the computing resources in MHz on each server host.
- C. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as the memory reservations are within 80% of the available memory of the host.
- D. You can overload/over-subscribe the vCPU/cores on the UCS servers as long as the total CPU reservations are within 65 percent of the available CPU of the host (there is spare room in CPU computing resources).

Correct Answer: B

QUESTION 3

Which two system responses are valid if the Cisco UCCE (centralized deployment with remote branches which includes agents, phones and desktops only) and the remote branch lose the public network connection to both of the data centers? (Choose two.)

- A. The Cisco Finesse server automatically signs the agent out of the system
- B. The voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then executes local bootstrap TCL script, answers the call, and forwards it to the hunt group
- C. Agents continue to have access to historical reports
- D. The active call that arrived at the local PSTN connection and was answered by agent at that site remains active
- E. The voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then connects to the communication manager cluster to provide local dial-tone functionality



Correct Answer: AD

QUESTION 4

In a Cisco Finesse 10.0(x) deployment, which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop? (Choose two.)

- A. digital certificate
- B. certificate authority certificate
- C. domain validation certificate
- D. self-signed certificate
- E. root certificate

Correct Answer: BD

QUESTION 5

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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