600-455^Q&As

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

In Cisco Finesse 10.0(x), a supervisor has the capability to Monitor, Intercept, and Barge an agent call. Under which condition can a supervisor successfully intercept the call?

A. after a supervisor has started monitoring a call

B. after a supervisor has barged into a call

C. after a supervisor has selected a talking agent for monitoring

D. after a supervisor has conferenced into a call

E. after a supervisor has transferred the call

Correct Answer: B

QUESTION 2

Which two items are factors of bandwidth requirements for the visible network connection between the Cisco Unified Contact Center Enterprise (UCCE) Agent Peripheral Gateway and the call router? (Choose two.)

A. busy hour call attempts

B. number of skill groups per agent

C. percent of traffic with Courtesy Callback

D. number of concurrent real-time reports

E. percent of traffic requires Agent Greeting

Correct Answer: AB

QUESTION 3

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 mode.

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: C

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QUESTION 4

Which two options are the maximum number of concurrent reports supported by CUIC? (Choose two.)

A. Up to maximum agent capacity for historical report using live data

B. 400 concurrent Real-time reports

C. 800 concurrent Real-time reports

D. 50 concurrent Historical reports

E. 100 concurrent Historical reports

F. 400 concurrent Historical reports

Correct Answer: BF

QUESTION 5

Refer to the exhibit.

In Cisco Finesse 10.0(x), when agents login into the desktop as a Mobile Agent, which number is used in the highlighted Extension field?

A. the local CTI port dialed number

B. the remote CTI port dialed number

C. agent PSTN number (accessible from CUCM/GW)

D. agent ID

E. agent reservation script dialed number

Correct Answer: A

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