600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which two options are required for the private link in the Cisco Contact Center Enterprise solution? (Choose two.)

A. path diversity

B. Layer 3 quality of service prioritization and queuing

C. max of 1500 ms round trip time latency tolerance

D. variable layer subnet masking

Correct Answer: AB

QUESTION 2

Which two statements about the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model are true? (Choose two.)

A. With Cisco Unified Computing System C-Series Servers, you must deploy dual SAN on each data center.

B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.

C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP Phone connections if they are using Cisco Finesse.

D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.

E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Correct Answer: BE

QUESTION 3

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

A. agent historical reports

B. basic call control (answer, hold, retrieve, end, and make call)

C. phonebooks and workflows

D. Content and sharing gadget

E. desktop for third-party ACD

Correct Answer: BC

QUESTION 4

Which three statements about QoS in a Cisco Unified Intelligent Contact Management solution are true? (Choose three.)

A. In a Cisco Unified Intelligent Contact Management network, if the traffic is marked in the ICM, QoS trust needs to be enabled on access-layer routers and switches.

B. The high priority queue for the private network should be granted 90 percent of total available bandwidth.

C. The high priority queue for the private network should be granted 75 percent of total available bandwidth.

D. The high priority queue for the private network should be granted 65 percent of total available bandwidth.

E. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is no longer necessary.

F. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is still necessary.

Correct Answer: ABE

QUESTION 5

Which failure scenario in the Cisco Unified Contact Center Enterprise solution stops all processing and routing of contact center calls?

A. ICM Call Router Side A fails at the same time that ICM Logger Side A fails.

B. ICM Call Router Side A fails at the same time that ICM Logger Side B fails.

C. ICM Call Router Side B fails at the same time that ICM Logger Side A fails.

D. ICM Call Router Side B fails at the same time that ICM Logger Side B fails.

E. ICM Call Router Side A fails at the same time that ICM Call Router Side B fails.

F. ICM Logger Side A fails at the same time that ICM Logger Side B fails.

Correct Answer: E

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