



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

In Cisco Finesse 10.0(x), which VM network adapter type removes the requirement to disable the LRO feature on the VM host?

- A. Vlan network adapter type
- B. Flexible VM network adapter type
- C. E1000 network adapter type
- D. VMXNET network adapter type
- E. VMXNET3 network adapter type

Correct Answer: C

QUESTION 2

Which option describes the recommended way to configure redundant Cisco Unified Communications Manager subscribers for Cisco IP phone registration in a single cluster for the Cisco Unified Contact Center Enterprise solution?

- A. Add a redundant device pool to the Cisco Unified CallManager Group configuration.
- B. Add a second TFTP server to the cluster.
- C. Add an additional Cisco Unified Communications Manager subscriber to the Cisco Unified Communications Manager Group defined in device pool of the Cisco IP Phone.
- D. Use an SRST reference in the device pool.

Correct Answer: C

QUESTION 3

Which statement about when you deploy Cisco Unified CCE 12,000 agent deployment model 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 over-subscribe 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 over-subscribe 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 4

The JTAPI communications between the Cisco Unified Communication Manager cluster and Cisco Unified Contact Center Enterprise include three distinct types of messaging. Which three options are those messages? (Choose three.)

- A. SIP call control messages
- B. routing control (Cisco Unified CM cluster request instructions from Cisco Unified CCE)
- C. service control
- D. device and call monitoring
- E. subscription control
- F. device and call control

Correct Answer: BDF

QUESTION 5

For the Cisco Contact Center Enterprise Outbound option, which Cisco Unified Communications Manager feature can be used to disable ringback 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

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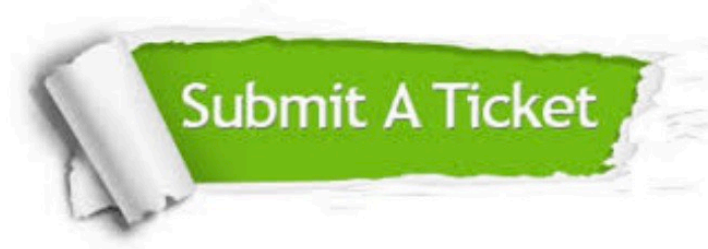
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