



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which two statements about combining IP telephony and Cisco Unified Contact Center Enterprise Extensions on the same IP phone are true? (Choose two.)

- A. Cisco Unified CCE supports only one agent ACD line on the IP phone.
- B. The ACD line on the IP phone may have voicemail or call forwarding defined.
- C. In a typical call center, the ACD line is the first line on the phone to make it easier for the agent to forward inbound ACD calls.
- D. The agent state changes based on the activity of the ACD line.
- E. If the agent picks up the phone to place a call, the agent is put into ready mode.

Correct Answer: AD

QUESTION 2

Which three minimum components are required in a Cisco Unified CVP VXML "standalone" server deployment model? (Choose three.)

- A. Cisco Unified CVP Call Studio
- B. Cisco Unified CVP VXML Server
- C. Cisco Unified CVP reporting server
- D. load balancer
- E. ingress voice gateway
- F. egress voice gateway
- G. VRU peripheral gateway

Correct Answer: ABE

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

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

QUESTION 5

Which three statements about the high availability of Cisco Unified Intelligent Contact Management central controller are valid? (Choose three.)

- A. If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN.
- B. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are



disconnected, but all new calls are processed successfully.

C. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side

D.

E. If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.

F. There is no impact on call processing during a Cisco Unified ICM Logger failure.

G. If the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.

H. If ICM Logger side B fails, the ICM Router side B cannot send real-time and historical info to logger side A.

Correct Answer: AEF

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