600-455^Q&As

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which two features does Cisco Unified Border Element provide when Cisco Unified CCE and Cisco Unified Customer Voice Portal are used? (Choose two.)

A. Silent Monitor inbound voice calls

B. secure communication using flow around mode

C. load balancing outbound calls

D. normalize SIP messages using SIP profiles

E. record calls by forking the media

Correct Answer: CD

QUESTION 2

In Cisco Finesse 10.0(x), Which is the last operation a supervisor need to perform in order to intercept the call?

A. after a supervisor has transferred the call.

B. after a supervisor has selected to talking agent for monitoring

C. after a supervisor has started monitoring a call

D. after a supervisor has barged into a call

Correct Answer: D

QUESTION 3

Which two options are the maximum number of concurrent reports supported with the Packaged CCE Data Server Release 10.5? (Choose two.)

A. 100 concurrent Real-time reports

B. 400 concurrent Real-time reports

C. 800 concurrent Real-time reports

D. 50 concurrent Historical reports

E. 100 concurrent Historical reports

F. 200 concurrent Historical reports

Correct Answer: BF

QUESTION 4

In the congestion control feature of Cisco Unified Contact Center Enterprise, which four options handle the calls that are to be throttled? (Choose three.)

A. Transfer the call to the Cisco Unified Communications Manager hunt group.

B. Queue the call and play a message, then release the call.

C. Treat the call with System Default Label.

D. Terminate the call with a Dialog Fail or RouteEnd.

E. Transfer calls to an available IVR port.

F. Send a Release Message to the routing client.

G. Offer Courtesy Callback to the caller, then terminate the call.

Correct Answer: CDF

QUESTION 5

To maintain end-to-end reporting context, when an agent transfers a call to another ICM Skill Group, to which Cisco Unified Communications Manager configuration object should the call be transferred?

A. route pattern

B. agent IP phone

C. CTI route point

D. translation pattern

E. translation route

Correct Answer: C

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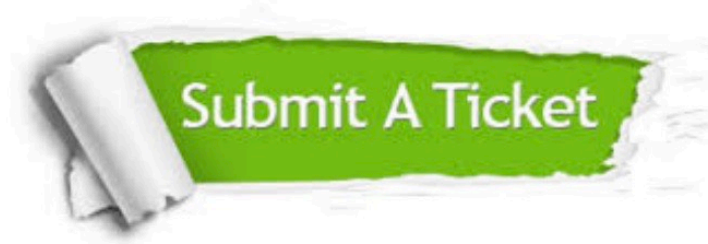Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

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