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600-455

Designing Cisco Unified Contact Center
Enterprise (UCCED)

DEMO

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QUESTION 1

Which three features or functionalities does Cisco Unified Communications Manager provide for Cisco Unified CCE and Cisco Unified Customer Voice Portal? (Choose three.)

- A. transfer call routing from agent to agent
- B. CTI data on Cisco Agent Desktop screen pop
- C. Courtesy Callback
- D. Cisco Mobile Agents
- E. Cisco Extension Mobility for agents
- F. call queuing

Answer: ADE

QUESTION 2

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

- A. Treat the call with Dialed Number Default Label.
- 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.
- H. Transfer the call to the Cisco Unified Communications Manager hunt group.

Answer: ACDF

QUESTION 3

In a Cisco Unified Contact Center Enterprise deployment, which two options are the roles of the

Administration & Data Servers? (Choose two.)

- A. administration server
- B. real-time data server
- C. analytical server
- D. recording server
- E. static server
- F. performance server

Answer: AB

QUESTION 4

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

- A. basic call control (answer, hold, retrieve, end, and make call)
- B. advanced call control (consultation, transfer after consult, conference after consult)
- C. agent historical reports
- D. ready and login reason codes
- E. phonebooks and workflows
- F. desktop for third-party ACD

Answer: ABE

QUESTION 5

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

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- D. device and call monitoring
 - E. subscription control
 - F. device and call control

Answer: BDF

QUESTION 6

Which three 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

Answer: ABE

QUESTION 7

Which two statements about Cisco Unified Mobile Agents are true? (Choose two.)

- A. An additional voice gateway is required for Silent Monitoring.
- B. They extend and connect.
- C. They perform call control features (example: Hold/Conference/Transfer) only from the agent desktop.
- D. They are limited only to PSTN phones and mobile phone; IP phones are not supported.

Answer: AC