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Designing Cisco Unified Contact Center Enterprise (UCCED)

Question #81

Which two system responses are valid if the Cisco UCCE (centralized deployment with remote branches which includes agents, phones and desktops only) and the remote branch lose the public network connection to both of the data centers? (Choose two.)

- A. The Cisco Finesse server automatically signs the agent out of the system
- B. The voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then executes local bootstrap TCL script, answers the call, and forwards it to the hunt group
- C. Agents continue to have access to historical reports
- D. The active call that arrived at the local PSTN connection and was answered by agent at that site remains active
- E. The voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then connects to the communication manager cluster to provide local dial-tone functionality

Answer: AD

Question #82

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

- A. after a supervisor has transferred the call
- B. after a supervisor has selected a talking agent for monitoring
- C. after a supervisor has started monitoring a call
- D. after a supervisor has barged into a call

Answer: D

Question #83

Under which circumstance(s), can the Public/Visible network share the WAN with the Private network in the Cisco UCCE Clustering over the WAN deployments?

- A. SONET WAN with multiple edge devices per Data Center to connect to the SONET ring
- B. under no circumstances
- C. MPLS WAN with a single edge device per Data Center that connects to multiple 1 Gbps WAN circuits and the failover between the WAN circuits is less than 500 ms.
- D. MPLS WAN with multiple 1 Gbps WAN circuits and a fast 100 ms Round Trip latency between Data Centers

Answer: B

Question #84

Which two options are the maximum number of concurrent reports supported by CUIC? (Choose two.)

- A. Up to maximum agent capacity for historical report using live data
- B. 100 concurrent Historical reports
- C. 800 concurrent Real-time reports
- D. 400 concurrent Real-time reports
- E. 400 concurrent Historical reports

Answer: AD

Question #85

Which three statements about the Cisco Unified CVP Post Call Survey (PCS) are true? (Choose three.)

- A. The mapping of a dialed number pattern to a PCS number enables the PCS feature for the call
- B. PCS lets you schedule a call to the caller at a later time

- C. For reporting purposes, the PCS call has the same call key information
- D. The value of the user.microapp. is PCS controls whether the call is transferred to the PCS number
- E. SIP REFER call flow is required to trigger PCS
- F. The call context for the PCS includes GUID and all context up to the point where the call is transferred to the agent. Context that the agent creates after the transfer is not included in the PCS context

Answer: ADF

Question #86

Which statement about when you deploy Cisco UCCE 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 the total CPU reservations are within 65 percent of the available CPU of the host (there is spare room in CPU computing resources).
- 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 you do not over-subscribe the computing resources in MHz on each server host.

Answer: B

Question #87

Refer to the exhibit.

Queue Statistics										
						Active			Wrap up	
Queue Name ▲	#Calls	Max Time	Ready	Not ready	In	Out	Other	Ready (Pending)	Not Ready (Pending)
First_PQ	0	00:00:00	0	1	0	0	0	0	0
skillgroup 1	0	00:00:00	0	1	0	0	0	0	0
skillgroup 2	0	00:00:00	0	1	0	0	0	0	0
skillgroup 3	0	00:00:00	0	1	0	0	0	0	0

In a Cisco Finesse 10.0(x) deployment, in Supervisor Gadget under the Queue Statistics pane, which option describes what the Other column represents?

- A. number of agents assigned to the queue who are on inbound calls
- B. number of calls handled by the agents associated with that queue
- C. number of agents assigned to the queue who are on outbound calls
- D. number of agents assigned to the queue who are on internal consult calls

Answer: D

Question #88

Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

- A. SIP trunk alternate destination routing (ADR) must be disabled for REFER
- B. An application-controlled alternative is to set an ECC variable (user.sip.refertransfer) to the value y in the Unified ICM script
- C. Router require on a failed SIP Refer transfer where the survivability service is not handling the SIP Refer request
- D. Direct Refer transfer using label works only if Send To VRU node is NOT used before the Refer
- E. Unified ICM sends Unified CVP a routing label with a format of rfXXXX
- F. Standalone Cisco Unified CVP with ICM Lookup label

Answer: BCE

Question #89

Which two features does the SIP Proxy provide when deployed with Cisco UCCE, Cisco Unified CVP? (Choose two.)

- A. demarcation point between networks
- B. centralized dial plan
- C. SIP VXML voice browser
- D. N+1 or N:N redundancy
- E. load balancer for HTTP and SIP

Answer: BD

Question #90

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

- A. desktop for third-party ACD
- B. phonebooks and workflows
- C. content sharing gadget
- D. basic call control (answer, hold, retrieve, end, and make call)
- E. agent historical reports

Answer: BD

Question #91

Erlang calculations are used to size contact center resources. Which two resources are sized by using Erlang-B? (Choose two.)

- A. reporting ports
- B. estimated wait times
- C. PSTN gateway trunks
- D. agents
- E. IVR ports

Answer: CE

Question #92

Which Cisco Unified Border Element configuration is correct when deployed with Cisco UCCE Unified CVP?

- A. You must dedicate a voice gateway for VXML browser sessions.
- B. You must configure Cisco Unified Border Element as media pass flow-around mode.
- C. You must configure Cisco Unified Border Element as media pass flow-through mode.
- D. You must use box-to-box Cisco Unified Border Element redundancy.

Answer: C

Question #93

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

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

Answer: AE

SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

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