



Cisco

Exam 600-455

Designing Cisco Unified Contact Center Enterprise (UCCED)

Version: 3.0

[Total Questions: 70]

Question No : 1

Which two statements about the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model are true? (Choose two.)

- A. With Cisco Unified Computing System C-Series Servers, you must deploy dual SAN on each data center.
- B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.
- C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP Phone connections if they are using Cisco Finesse.
- D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.
- E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Answer: B,E

Question No : 2

Which setup is incorrect when you configure Cisco UCS B-Series VICs (M81KR/12xx VICs) for Cisco Unified Contact Center Enterprise on Cisco UCS B-Series deployments?

- A. Enable Fabric Failover as an extra redundancy measure so that traffic from the UCS B-Series blade has the HA paths. (Both FI-A and FI-B paths are used in a failover scheme.)
- B. Disable the Fabric Failover option.
- C. Disregard this option because either mode is fine with Cisco Unified CCE on UCS B-Series deployments.
- D. Enable this Fabric Failover when the connected upstream network is operating in a Common Layer 2 domain.
- E. Disable this Fabric Failover when the connected upstream network is operating in a Disjointed Layer 2 domain.

Answer: B

Question No : 3

Which failure scenario in the Cisco Unified Contact Center Enterprise solution stops all

processing and routing of contact center calls?

- A. ICM Call Router Side A fails at the same time that ICM Logger Side A fails.
- B. ICM Call Router Side A fails at the same time that ICM Logger Side B fails.
- C. ICM Call Router Side B fails at the same time that ICM Logger Side A fails.
- D. ICM Call Router Side B fails at the same time that ICM Logger Side B fails.
- E. ICM Call Router Side A fails at the same time that ICM Call Router Side B fails.
- F. ICM Logger Side A fails at the same time that ICM Logger Side B fails.

Answer: E

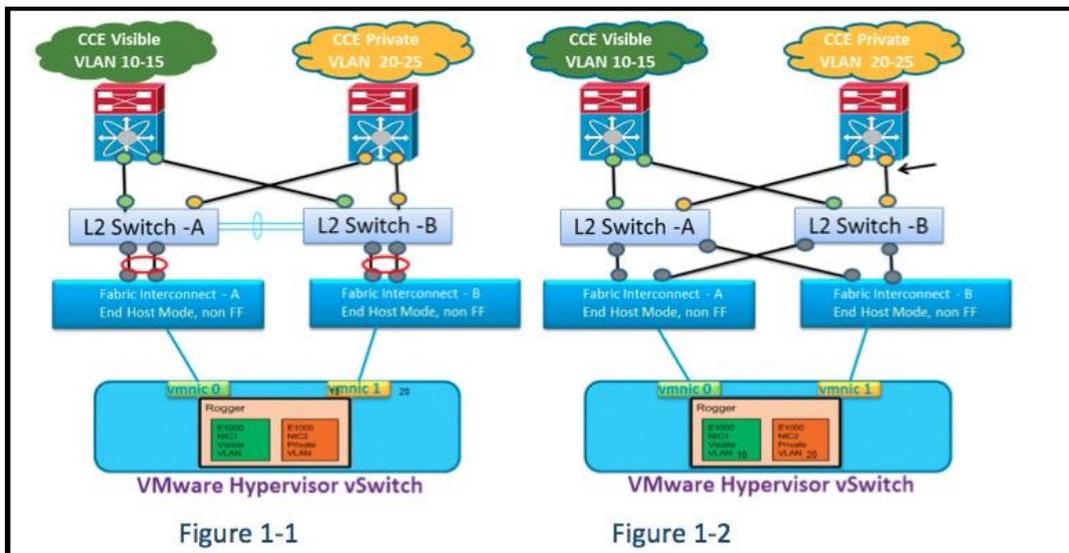
Question No : 4

A customer has a remote site with 100 agents, and the remote site only has SRST for E.911. 50% of the supervisors are located at HQ where the data center is. The agents to supervisor ratio is 10%. The customer requires that supervisors from any remote site can record and silent monitor active calls. With BW design consideration, how many minimum RTP streams are needed between the data center and agent remote sites?

- A. 300 RTP streams
- B. 150 RTP streams
- C. 110 RTP streams
- D. 120 RTP streams

Answer: C

Question No : 5



Refer to the exhibit. Which option describes Cisco Unified CCE on the UCS B Fabric Interconnection pair to the upstream network connectivity?

- A. Have a straight links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-1.
- B. Have a cross-connect links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-2.
- C. Any of the design options can be deployed with Cisco Unified CCE, but only one of those two options can be deployed within the entire solution.
- D. Both design options can be deployed with Cisco Unified CCE and you can include both design options within the solution.

Answer: B

Question No : 6

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.

Answer: C

Question No : 7

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

- A. Silent Monitor inbound voice calls
- B. secure communication using flow around mode
- C. NAT for address hiding
- D. normalize SIP messages using SIP profiles
- E. record calls by forking the media using build-in-bridge
- F. demarcation point between networks

Answer: C,D,F

Question No : 8

Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system?

- A. when QoS is enabled on both networks
- B. in cases in which there is gigabit bandwidth between sites
- C. under no circumstances
- D. when the Cisco Catalyst switch has dual power supplies

Answer: C

Question No : 9

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

Answer: B

Question No : 10

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

Answer: C

Question No : 11

Which option initiates Test Other Side in the Cisco Contact Center Enterprise solution?

- A. Side A OPC
- B. Side A MDS
- C. Side B OPC
- D. Side B MDS
- E. OPC with disabled clock
- F. MDS with the disabled clock

Answer: F

Question No : 12

In a Cisco Finesse 10.0(x) deployment, which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop? (Choose two.)

- A. digital certificate
- B. certificate authority certificate
- C. domain validation certificate
- D. self-signed certificate
- E. root certificate

Answer: B,D

Question No : 13

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

Answer: B,F

Question No : 14

In Cisco Unified Contact Center Enterprise Outbound option with SIP Dialer, which two campaign modes require a dialer port to place a call? (Choose two.)

- A. Direct Preview dialing mode
- B. Progressive dialing mode
- C. Predictive dialing mode
- D. Transfer to IVR dialing mode
- E. Courtesy Callback Dialing mode

Answer: B,C

Question No : 15

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

- A. agents
- B. IVR ports
- C. PSTN gateway trunks

D. reporting ports

Answer: B,C

Question No : 16

When using microapps, which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode?

- A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway
- B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
- C. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway
- D. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Answer: C

Question No : 17

Which four items are factors of bandwidth requirements for the visible network connection between the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway and the call router? (Choose four.)

- A. busy hour call attempts
- B. number of skill groups per agent
- C. number of agents
- D. number of call types
- E. percent of traffic with Courtesy Callback
- F. number of call and ECC variables
- G. number of concurrent real-time reports
- H. percent of traffic requires Agent Greeting
- I. percent of traffic requires Whisper Announcements

Answer: A,B,C,F

Question No : 18

Which attribute can be created in Cisco Unified Contact Center Enterprise Precision Routing?

- A. Boolean or proficiency
- B. string or integer
- C. Boolean or integer
- D. proficiency or array

Answer: A

Question No : 19

Which VMware feature is supported for use with Cisco Unified Contact Center Enterprise?

- A. VMware vMotion
- B. VMware distributed vSwitch
- C. VMware consolidated backup
- D. VMware snapshots
- E. vDisk thick provisioning

Answer: E

Question No : 20

Refer to the exhibit.

Queue Statistics									
Queue Name ▲	# Calls	Max Time	Ready	Not Ready	Active			Wrap Up	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
First_PO	0	00:00:00	0	1	0	0	0	0	0
skillgroup1	0	00:00:00	0	1	0	0	0	0	0
skillgroup2	0	00:00:00	0	1	0	0	0	0	0
skillgroup3	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?

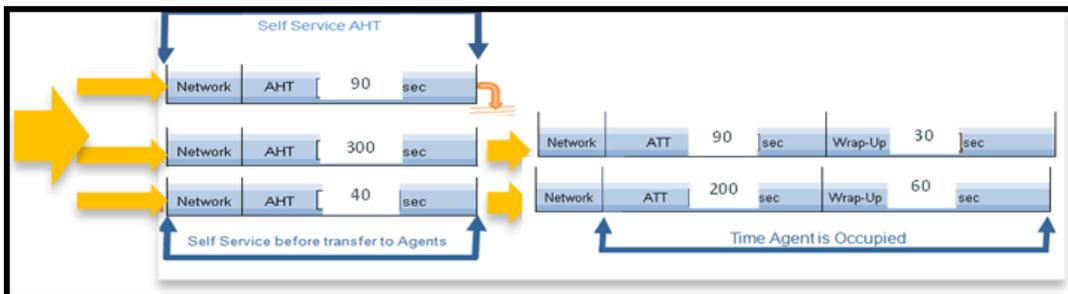
- A. number of agents assigned to the queue who are on inbound calls
- B. number of calls handled by the agents associated with that queue

- 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
- E. number of agents assigned to the other queues

Answer: D

Question No : 21

Refer to the exhibit.



Which includes three inbound call flows with their respective average handle times. The deployment includes Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, Cisco Unified Communication Manager, and Cisco Unified Border Element. The customer needs to record all agent conversations with callers. What is the minimum average handle time needed to determine how many recording ports are required?

- A. 290.0 seconds
- B. 259.5 seconds
- C. 146.9 seconds
- D. 117.5 seconds

Answer: C

Question No : 22

Which Cisco Unified Border Element configuration is correct for a Cisco Unified Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

- 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.

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70-346 Dump PDF VCE	70-497 Dump PDF VCE	74-343 Dump PDF VCE	MB2-701 Dump PDF VCE
70-347 Dump PDF VCE	70-498 Dump PDF VCE	74-344 Dump PDF VCE	MB2-702 Dump PDF VCE
70-348 Dump PDF VCE	70-499 Dump PDF VCE	74-409 Dump PDF VCE	MB2-703 Dump PDF VCE
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