

Cisco

Exam 600-455

Designing Cisco Unified Contact Center Enterprise (UCCED)

Version: 3.0

[Total Questions: 70]

Question No : 1

In the Cisco Unified Contact Center Enterprise Outbound Option with SIP Dialer, in which order does the Campaign Manager process perform record queries to send them to Dialer for dialing?

- A. pending contacts, callbacks, retries
- B. callbacks, retries, pending contacts
- C. retries, callbacks, pending contacts
- D. pending contacts, pending callbacks, pending retries

Answer: B

Question No : 2

Which three statements about the Cisco Unified Customer Voice Portal Post Call Survey are true? (Choose three.)

- A. For reporting purposes, the Post Call Survey call has the same CallGUID and call context as the original inbound call.
- B. For reporting purposes, the Post Call Survey call has the ICM Router Key and call context from the original inbound call.
- C. The call context for the Post Call Survey includes all contexts 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 Post Call Survey context.
- D. This feature lets you configure a call flow that, after the caller disconnects from the agent, optionally sends the call to a dialed number configured for a Post Call Survey.
- E. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the reporting server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.
- F. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the call server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.

Answer: A,C,F

Question No : 3

Which option describes the impact of using a Requalify Call node in a routing script for the Cisco Unified Contact Center Enterprise system?

- A. The call type is changed and continues the current script execution.
- B. The call is reset to the new call type, like a new call with all counters reset to zero.
- C. There is no impact, and the call type is used only for the initial script selection process.
- D. The call is reclassified and the system executes a new routing associated with that call type.

Answer: D

Question No : 4

You deploy Cisco Unified Contact Center Enterprise on a Cisco UCS C-Series Server and Unified Contact Center Enterprise is split over WAN with a dedicated WAN circuit for United CCE private traffic. Which two statements about QoS are true? (Choose two.)

- A. You disable QoS because it is not needed, and the Cisco UCS C-Series Server includes multiple NICs and dedicated NICs for certain VM traffic environment.
- B. You enable QoS for United CCE on Cisco UCS C-Series VMware-based environment.
- C. You disable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- D. You enable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- E. You enable QoS only for United CCE on third-party spec-based, VMware-based environment.

Answer: B,D

Question No : 5

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 : 6

Which three system responses are valid if the Cisco Unified Contact Center Enterprise (centralized deployment with remote branches) and the remote branch lose the public network connection to both of the data centers? (Choose three.)

- A.** The local voice gateway detects the failure of the communications path. The voice gateway goes into SRST mode to provide local dial-tone functionality.
- B.** With Cisco Unified CVP, 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.** The active call that arrived at the local PSTN connection and was answered by agent at that site remains active, however, the agent peripheral gateway loses access to the call and creates a TCD record.
- D.** The Cisco Finesse server detects the loss of connectivity to the agent desktop and automatically signs the agent out of the system.
- E.** With Cisco Unified CVP, 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: A,C,D

Question No : 7

Which option describes the impact of co-loading the Cisco Unified Outbound SIP Dialer on the same servers as the agent peripheral gateway in the Cisco Unified Contact Center Enterprise?

- A.** Cisco Unified Outbound Dialer does not reduce agent capacity on the peripheral gateway server.
- B.** Cisco Unified Outbound Dialer reduces agent capacity by a factor of four—each outbound port is equivalent to four agents on the peripheral gateway.
- C.** Cisco Unified Outbound Dialer reduces agent capacity by a factor of 1.33—each outbound port is equivalent to 1.33 agents on the peripheral gateway.
- D.** Cisco Unified Outbound Dialer reduces agent capacity by a factor of 15—each outbound port is equivalent to 15 agents on the peripheral gateway.

Answer: C

Question No : 8

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 : 9

In the Cisco Unified Contact Center Enterprise Outbound Option with SIPDialer, which two Dialing Modes apply to Transfer to IVR based campaigns? (Choose two.)

- A. Preview dialing mode
- B. Direct Preview dialing mode
- C. Progressive dialing mode
- D. Predictive dialing mode
- E. Callback mode

Answer: C,D

Question No : 10

In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement about the Cisco Unified Communications Manager peripheral gateway duplex pair is true?

- A. Each side of the peripheral gateway pair (side A and side B) must be configured to point to a local and a remote CTI Manager across the WAN from the PG location.
- B. The peripheral gateway private network may be shared with any other private connections—peripheral gateways or call routers/loggers.
- C. The peripheral gateway may use the highly available WAN connection between the sites (visible network) for all traffic—visible and private.
- D. The peripheral gateways must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

Answer: B