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Vendor:Cisco

Exam Code:600-455

Exam Name:Designing Cisco Unified Contact Center
Enterprise (UCCED)

Version:Demo

QUESTION 1

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 2

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.
- 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.

Correct Answer: C

QUESTION 3

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

Correct Answer: BD

QUESTION 4

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

Correct Answer: ADE

QUESTION 5

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

Correct Answer: F

QUESTION 6

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. 400 concurrent Real-time reports
- C. 800 concurrent Real-time reports
- D. 50 concurrent Historical reports
- E. 100 concurrent Historical reports

F. 400 concurrent Historical reports

Correct Answer: BF

QUESTION 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.

Correct Answer: C

QUESTION 8

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

Correct Answer: C

QUESTION 9

With Cisco Unified Contact Center Enterprise, what is the maximum number of skill groups in a Cisco Finesse Queue gadget?

- A. 100
- B. 15
- C. 50

D. 20

Correct Answer: C

QUESTION 10

In Cisco UCCE, What is the reference design for vmnic configuration on UCS Tested Reference Configuration (TRCs)?

- A. An active-standby scheme
- B. With UCS B, use only active-active scheme with Fabric Interconnect switch (FI)
- C. Either Mode (active-active or active-standby) with Nexus 1000v
- D. An active-active non-failover ride scheme

Correct Answer: B

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/ucs_n et_config_for_ucce.html

QUESTION 11

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.

Correct Answer: ACF

QUESTION 12

Which three statements about QoS in a Cisco Unified Intelligent Contact Management solution are true? (Choose three.)

- A. In a Cisco Unified Intelligent Contact Management network, if the traffic is marked in the ICM, QoS trust needs to be enabled on access-layer routers and switches.

- B. The high priority queue for the private network should be granted 90 percent of total available bandwidth.
- C. The high priority queue for the private network should be granted 75 percent of total available bandwidth.
- D. The high priority queue for the private network should be granted 65 percent of total available bandwidth.
- E. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is no longer necessary.
- F. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is still necessary.

Correct Answer: ABE

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