

# 500-440<sup>Q&As</sup>

Designing Cisco Unified Contact Center Enterprise (UCCED)

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**QUESTION 1**

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

Correct Answer: BD

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**QUESTION 2**

Which three statements about the high availability of Cisco Unified Intelligent Contact Management central controller are valid? (Choose three.)

- A. If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN.
- B. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully.
- C. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side A.
- D. If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.
- E. There is no impact on call processing during a Cisco Unified ICM Logger failure.
- F. If the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.
- G. If ICM Logger side B fails, the ICM Router side B cannot send real-time and historical info to logger side A.

Correct Answer: AEF

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**QUESTION 3**

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

Correct Answer: ABE

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**QUESTION 4**

- 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

Correct Answer: D

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**QUESTION 5**

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

Correct Answer: C

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