



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

Which three benefits does a Cisco Unified Contact Center Enterprise centralized deployment with small agents branch provide? (Choose three.)

- A. It requires only a small data switch and router, IP phones, and agent desktops at remote sites for a few agents.
- B. It requires only limited system and network management skills at remote sites.
- C. Small remote branches require PSTN and SIP trunks, in addition to the ones needed for local POTS lines for emergency services (911) in the event of a WAN link loss.
- D. PSTN trunks for incoming traffic connect to data centers for efficiency.
- E. It does not use VoIP WAN bandwidth when an agent is answering the call.
- F. Calls extend over the WAN only while calls are in queue.

Correct Answer: ABD

QUESTION 2

Refer to the exhibit.

Queue Name ▲	# Calls	Max Time	Ready	Not Ready	Active			Wrap Up	
					In	Out	Other	Ready (Pending)	Not Ready (Pending)
First_PQ	0	00:00:00	0	0	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

Correct Answer: D

QUESTION 3

Which three features or functionalities does Cisco Unified Communications Manager provide for Cisco Unified CCE and Cisco Unified Customer Voice Portal? (Choose three.)

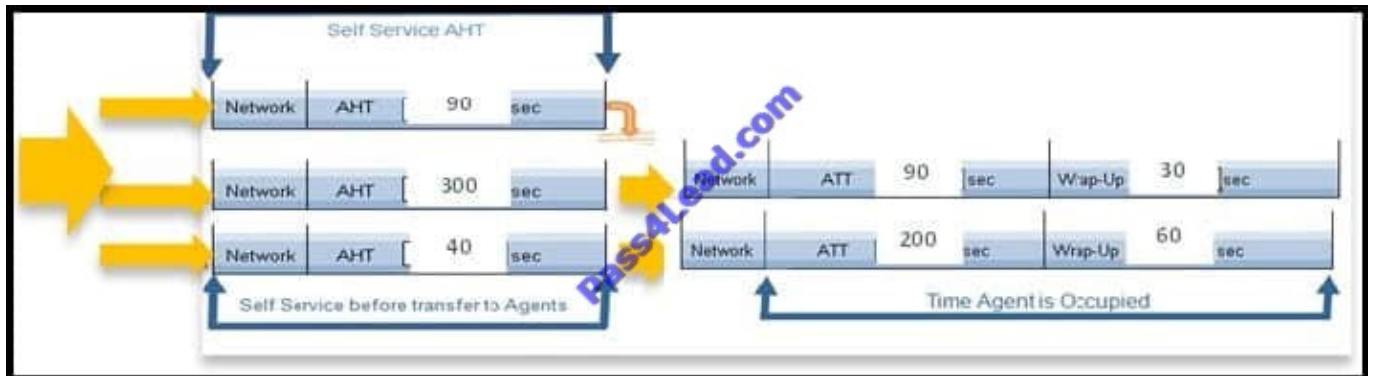


- A. transfer call routing from agent to agent
- B. CTI data on Cisco Agent Desktop screen pop
- C. Courtesy Callback
- D. Cisco Mobile Agents
- E. Cisco Extension Mobility for agents
- F. call queuing

Correct Answer: ADE

QUESTION 4

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

Correct Answer: C

QUESTION 5

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

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