



600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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**QUESTION 1**

Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

- A. SIP REFER label and SigDigits
- B. SIP REFER with ICM router requery
- C. SIP REFER with ICM script Send To VRU node
- D. SIP REFER with custom SIP header
- E. SIP REFER with routing label "rfxxxx" and standalone Cisco Unified CVP with ICM Lookup label
- F. SIP REFER with ECC variable user.sip.transfer

Correct Answer: ACD

QUESTION 2

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 3

Which three features does Cisco Finesse provide as an out-of-the-box agent desktop? (Choose three.)

- A. basic call control (answer, hold, retrieve, end, and make call)
- B. advanced call control (consultation, transfer after consult, conference after consult)
- C. agent historical reports
- D. ready and login reason codes
- E. phonebooks and workflows



F. desktop for third-party ACD

Correct Answer: ABE

QUESTION 4

Which two functional limitations are Whisper Announcements subject to? (Choose two.)

- A. Announcements do not play when the router selects the agent through a label node.
- B. Whisper Announcements are not supported in a Mobile Agent deployment
- C. While an announcement plays, you cannot put the call on hold, transfer, or conference; release the call; or request supervisor assistance.
- D. Whisper Announcements do not support Silent Monitoring.
- E. CVP Transfers do not support Whisper Announcements.

Correct Answer: AC

QUESTION 5

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

- A. agent to agent transfer
- B. Cisco Extension Mobility for agents
- C. Call queuing
- D. CT1 data on Cisco Agent Desktop screen pop

Correct Answer: AB

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