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**Cisco**

**Exam Questions 500-440**

**Designing Cisco Unified Contact Center Enterprise**

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**Question: 1**

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

Answer: A, D, E

**Question: 2**

Which three features does Cisco Unified Border Element provide when Cisco Unified CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)

- A. Silent Monitor inbound voice calls
- B. secure communication using flow around mode
- C. NAT for address hiding
- D. normalize SIP messages using SIP profiles
- E. record calls by forking the media using build-in-bridge
- F. demarcation point between networks

Answer: C, D, F

**Question: 3**

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

Questions & Answers PDF Page 3

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- 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

Answer: A, C, D

**Question: 4**

In the congestion control feature of Cisco Unified Contact Center Enterprise, which four options handle the calls that are to be throttled? (Choose four.)

- A. Treat the call with Dialed Number Default Label.
- B. Queue the call and play a message, then release the call.
- C. Treat the call with System Default Label.
- D. Terminate the call with a Dialog Fail or RouteEnd.
- E. Transfer callsto an available IVR port.
- F. Send a Release Message to the routing client.
- G. Offer Courtesy Callback to the caller, then terminate the call.
- H. Transfer the call to the Cisco Unified Communications Manager hunt group.

Answer: A, C, D, F

**Question: 5**

Refer to the exhibit.

Refer to the exhibit. Which option describes Cisco Unified CCE on the UCS B Fabric Interconnection pair <https://certificationtime.com/updated/500-440-exam-dumps-pdf/> to the upstream network connectivity?

- A. Have a straight links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-1.
- B. Have a cross-connect links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown



in Figure 1-2.

- C. Any of the design options can be deployed with Cisco Unified CCE, but only one of those two options can be deployed within the entire solution.
- D. Both design options can be deployed with Cisco Unified CCE and you can include both design options within the solution.

Answer: B

### Question 6

Which two system responses are valid if the Cisco UCCE (centralized deployment with remote branches which includes agents, phones and

desktops only) and the remote branch lose the public network connection to both of the data centers? (Choose two.)

- A. The Cisco Finesse server automatically signs the agent out of the system
- B. 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. Agents continue to have access to historical reports
- D. The active call that arrived at the local PSTN connection and was answered by agent at that site remains active
- E. 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: AD

### Question 7

In Cisco Finesse 10.0(x), Which is the last operation a supervisor needs to perform in order to intercept the call?

- 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

Answer: D

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