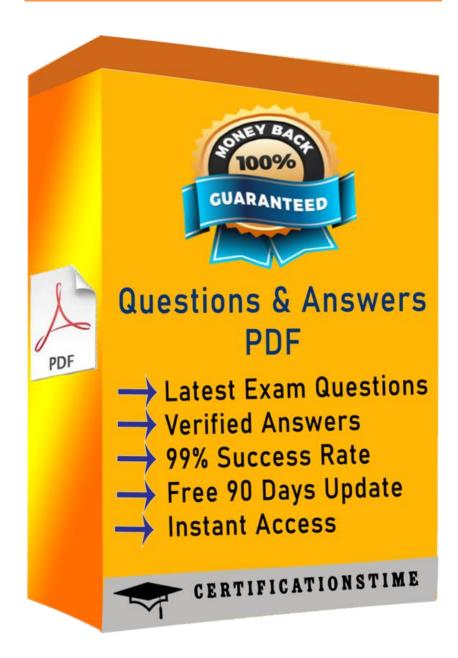**Cisco**

Exam Questions 600-455

UCCED Designing Cisco Unified Contact Center
Enterprise

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QUESTION 1

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 2

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 3

Which type of MTP is supported with Cisco Unified Mobile Agent?

A. MTP Pass-Through

B. MTP No Pass-Through

C. MTP Pass-Around

D. MTP No Pass-Around

Correct Answer: B

QUESTION 4

Erlang calculations are used to size contact center resources. Which two resources are sized by using Erlang-B?

(Choose two.)

A. agents

B. IVR ports

C. PSTN gateway trunks

D. reporting ports

E. estimated wait

Correct Answer: BC

QUESTION 5

The Cisco Finesse supervisor features extend the agent desktop with additional gadgets. Which three additional

features are provided? (Choose three.)

A. team performance gadget to view agent status

B. queue statistics gadget to view queue (skill group) statistics for the supervisor\\'s queues

C. Cisco Unified Communications Manager Remote Silent Monitoring

D. barge-in and intercept

E. gadget to park calls

F. transcoder gadget for recording

Correct Answer: ABD

QUESTION 6

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

D.

E. 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.

F. There is no impact on call processing during a Cisco Unified ICM Logger failure.

G. If the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.

H. 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

QUESTION 7

How does the Cisco Unified Contact Center Enterprise solution encrypt the logger database?

A. AES

B. SHA

C. MD5

D. TLS

Correct Answer: C

QUESTION 8

Which three WAN/MAN configurations are valid in the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model? (Choose three.)

A. A highly available visible network WAN/MAN/DWDM and a dedicated private network WAN.

B. A highly available MPLS WAN shared by the visible and private networks with a 2 second convergence time.

C. A highly available MPLS WAN shared by the visible and private networks where the private network is pinned to a single path and the visible network aligned to an alternate path failing to the private network path as redundant link with QoS and bandwidth provisioning.

D. A highly available DWDM/CWDM network shared by the visible and private networks with a sub-500 ms convergence time.

E. All traffic is converged on a single MPLS network by using appropriate QoS markings and settings to ensure latency and bandwidth requirements.

F. A highly available DWDM/CWDM network shared by the visible and private networks with 1500 ms convergence time.

Correct Answer: ACD

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