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**Vendor:**Cisco

**Exam Code:**500-440

**Exam Name:**Designing Cisco Unified Contact Center Enterprise (UCCED)

**Version:**Demo

### QUESTION 1

Which three features does the SIP Proxy software provide when Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, and Cisco Unified SIP Proxy are used? (Choose three.)

- A. centralized dial plan
- B. load balancer for HTTP and SIP
- C. integration with Cisco ISR using SM-SRE
- D. N+1 or N:N redundancy
- E. box-to-box redundancy
- F. demarcation point between networks

Correct Answer: ACD

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### QUESTION 2

Cisco Unified Contact Center Enterprise uses Cisco Unified Customer Voice Portal in comprehensive mode. The customer estimates the peak inbound traffic to be 20 CPS, and that they have 10% transfer calls and 10% Courtesy Callback.

They need to deploy SIP proxy. How many minimum SIP invites should be used to size the SIP proxy?

- A. 24 invites/sec
- B. 88 invites/sec
- C. 96 invites/sec
- D. 22 invites/sec

Correct Answer: B

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### QUESTION 3

Which two features does the SIP Proxy provide when deployed with Cisco UCCE, Cisco Unified CVP? (Choose two.)

- A. demarcation point between networks
- B. centralized dial plan
- C. SIP VXML voice browser
- D. N+1 or N:N redundancy

E. load balancer for HTTP and SIP

Correct Answer: BD

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#### QUESTION 4

Which two options are required for the private link in the Cisco Contact Center Enterprise solution? (Choose two.)

- A. path diversity
- B. Layer 3 quality of service prioritization and queuing
- C. max of 1500 ms round trip time latency tolerance
- D. variable layer subnet masking

Correct Answer: AB

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#### QUESTION 5

Refer to the exhibit.

Queue Statistics									
Queue Name ▲	#Calls	Max Time	Ready	Not ready	Active			Wrap up	
					In	Out	Other	Ready (Pending)	No: Ready (Pending)
First_PQ	0	00:00:00	0	1	0	0	0	0	0
skillgroup 1	0	00:00:00	0	1	0	0	0	0	0
skillgroup 2	0	00:00:00	0	1	0	0	0	0	0
skillgroup 3	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

Correct Answer: D

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#### QUESTION 6

Which two statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose two.)

- A. In Whisper Announcements, wave files must match Cisco Unified CVP encoding and format requirements (G.711, CCITT A-Law 8 kHz, 8 bit, mono).
- B. The maximum play time for a Whisper Announcement is subject to a timeout (default 45 sec).
- C. A maximum of two Whisper Announcements can play for each call.
- D. In Whisper Announcements, wave (.wav) is the only supported file type.
- E. While a Whisper Announcement is playing, the agent can put the call on hold.

Correct Answer: AD

**QUESTION 7**

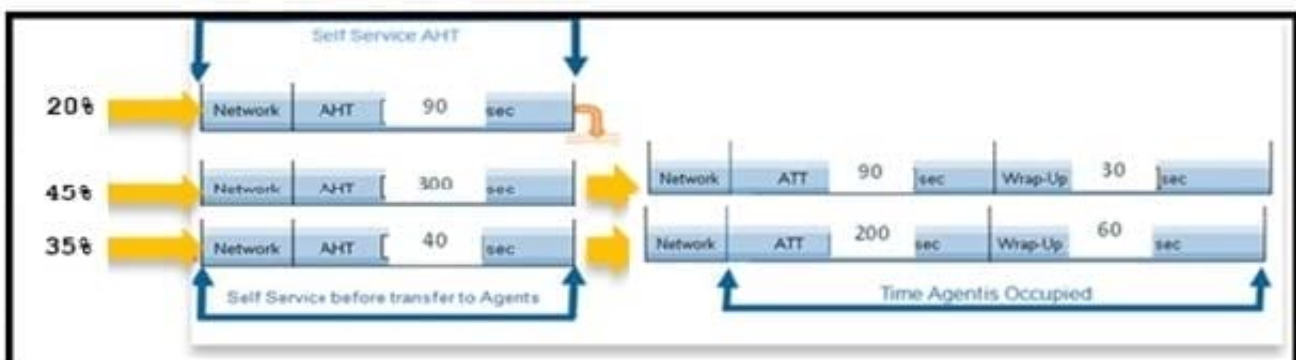
A customer has a remote site with 100 agents, and the remote site only has SRST for E.911. 50% of the supervisors are located at HQ where the data center is. The agents to supervisor ratio is 10%. The customer requires that supervisors from any remote site can record and silent monitor active calls. With BW design consideration, how many minimum RTP streams are needed between the data center and agent remote sites?

- A. 300 RTP streams
- B. 150 RTP streams
- C. 110 RTP streams
- D. 120 RTP streams

Correct Answer: C

**QUESTION 8**

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

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#### **QUESTION 9**

The JTAPI communications between the Cisco Unified Communication Manager cluster and Cisco Unified Contact Center Enterprise include three distinct types of messaging. Which two options are those messages? (Choose two.)

- A. device and call monitoring
- B. SIP call control messages
- C. service control
- D. single sign-on messages
- E. routing control (Cisco Unified CM cluster request instructions from Cisco Unified CCE)

Correct Answer: AE

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#### **QUESTION 10**

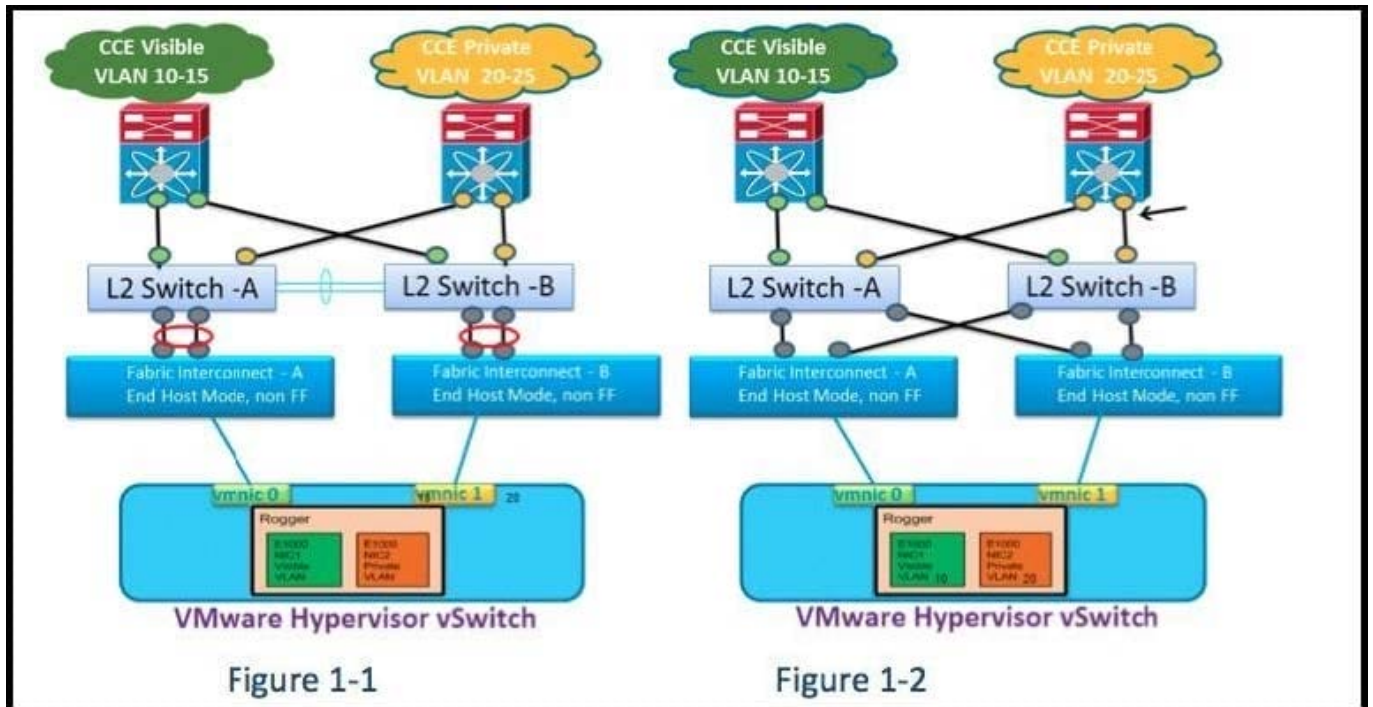
Which two statements about combining IP telephony and Cisco Unified Contact Center Enterprise Extensions on the same IP phone are true? (Choose two.)

- A. Cisco Unified CCE supports only one agent ACD line on the IP phone.
- B. The ACD line on the IP phone may have voicemail or call forwarding defined.
- C. In a typical call center, the ACD line is the first line on the phone to make it easier for the agent to forward inbound ACD calls.
- D. The agent state changes based on the activity of the ACD line.
- E. If the agent picks up the phone to place a call, the agent is put into ready mode.

Correct Answer: AD

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#### **QUESTION 11**



Refer to the exhibit. Which option describes Cisco Unified CCE on the UCS B Fabric Interconnection pair 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.

Correct Answer: B

## QUESTION 12

Which failure scenario in the Cisco Unified Contact Center Enterprise solution stops all processing and routing of contact center calls?

- A. ICM Call Router Side A fails at the same time that ICM Logger Side A fails.
- B. ICM Call Router Side A fails at the same time that ICM Logger Side B fails.
- C. ICM Call Router Side B fails at the same time that ICM Logger Side A fails.
- D. ICM Call Router Side B fails at the same time that ICM Logger Side B fails.
- E. ICM Call Router Side A fails at the same time that ICM Call Router Side B fails.
- F. ICM Logger Side A fails at the same time that ICM Logger Side B fails.

Correct Answer: E