Cisco

Exam Questions 600-455

UCCED Designing Cisco Unified Contact Center Enterprise
1. 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.

Answer: A, D

2. In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement about the Cisco Unified Communications Manager peripheral gateway duplex pair is true?

A. Each side of the peripheral gateway pair (side A and side B) must be configured to point to a local and a remote CTI Manager across the WAN from the PG location.
B. The peripheral gateway private network may be shared with any other private connections—peripheral gateways or call routers/loggers.
C. The peripheral gateway may use the highly available WAN connection between the sites (visible network) for all traffic—visible and private.
D. The peripheral gateways must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

Answer: B

3. Which option describes the recommended way to configure redundant Cisco Unified Communications Manager subscribers for Cisco IP phone registration in a single cluster for the Cisco Unified Contact Center Enterprise solution?

A. Add a redundant device pool to the Cisco Unified CallManager Group configuration.
B. Add a second TFTP server to the cluster.
C. Add an additional Cisco Unified Communications Manager subscriber to the Cisco Unified Communications Manager Group defined in device pool of the Cisco IP Phone.
D. Use an SRST reference in the device pool.

Answer: C

4. To maintain end-to-end reporting context, when an agent transfers a call to another ICM Skill Group, to which Cisco Unified Communications Manager configuration object should the call be transferred?

A. route pattern
B. agent IP phone
C. CTI route point
D. translation pattern
E. translation route

Answer: C

5. A Cisco Unified Contact Center Enterprise solution is designed with geographic redundancy for the central controllers (with separate call routers and loggers). If Call Router Side A has device majority and its Ethernet private network NIC fails, which two events occur? (Choose two.)

A. The Call Router Side B stays active, while the Call Router Side A goes idle.
B. The Call Router Side A stays active, while Call Router Side B goes idle.
C. There is no ability to make ICM configuration changes.
D. Both sides go out of service for small period of time, Call Router Side A goes active, and Call Router Side B goes idle.
E. The system operates as it did prior to failure.

Answer: B, C

6. 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.

Answer: B
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.

Answer: E

7. Which two statements about the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model are true? (Choose two.)

A. With Cisco Unified Computing System C-Series Servers, you must deploy dual SAN on each data center.

B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.

C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP Phone connections if they are using Cisco Finesse.

D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.

E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Answer: B,E

8. Which three statements about QoS in a Cisco Unified Intelligent Contact Management solution are true? (Choose three.)

A. In a Cisco Unified Intelligent Contact Management network, if the traffic is marked in the ICM, QoS trust needs to be enabled on access-layer routers and switches.

B. The high priority queue for the private network should be granted 90 percent of total available bandwidth.

C. The high priority queue for the private network should be granted 75 percent of total available bandwidth.

D. The high priority queue for the private network should be granted 65 percent of total available bandwidth.

E. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is no longer necessary.

F. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is still necessary.

Answer: A,B,E
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