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Exam : **500-440**

Title : Designing Cisco Unified
Contact Center Enterprise

Vendor : Cisco

Version : DEMO

NO.1 Which two features does Cisco Unified Border Element provide when Cisco Unified CCE and Cisco Unified Customer Voice Portal are used? (Choose two.)

- A. load balancing outbound calls
- B. Silent Monitor inbound voice calls
- C. secure communication using flow around mode
- D. normalize SIP messages using SIP profiles
- E. record calls by forking the media

Answer: A,D

NO.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. The peripheral gateways must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.
- B. 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.
- C. The peripheral gateway private network may be shared with any other private connections-peripheral gateways or call routers/loggers.
- D. The peripheral gateway may use the highly available WAN connection between the sites (visible network) for all traffic-visible and private.

Answer: C

NO.3 The Cisco Finesse in a Cisco Unified Contact Center Enterprise deployment includes the Tomcat service.

Which three applications does the Tomcat service contain? (Choose three.)

- A. Finesse HTTP server
- B. Finesse CTI Object application
- C. Finesse REST API
- D. Finesse VXML applications
- E. Finesse administration application
- F. Finesse desktop application

Answer: C,E,F

NO.4 Which two options are the maximum number of concurrent reports supported by CUIC? (Choose two.)

- A. Up to maximum agent capacity for historical report using live data
- B. 100 concurrent Historical reports
- C. 50 concurrent Historical reports
- D. 400 concurrent Historical reports
- E. 800 concurrent Real-time reports
- F. 400 concurrent Real-time reports

Answer: D,F

NO.5 In Cisco Finesse 10.0(x), which VM network adapter type removes the requirement to disable

the LRO feature on the VM host?

- A. Vlan network adapter type
- B. VMXNET network adapter type
- C. VMXNET3 network adapter type
- D. E1000 network adapter type
- E. Flexible VM network adapter type

Answer: D

NO.6 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. phonebooks and workflows
- C. desktop for third-party ACD
- D. ready and login reason codes
- E. agent historical reports
- F. advanced call control (consultation, transfer after consult, conference after consult)

Answer: A,B,F

NO.7 Refer to the exhibit.



In Cisco Finesse 10.0(x), when agents login into the desktop as a Mobile Agent, which number is used in the highlighted Extension field?

- A. agent ID
- B. agent reservation script dialed number
- C. agent PSTN number (accessible from CUCM/GW)
- D. the local CTI port dialed number
- E. the remote CTI port dialed number

Answer: D

NO.8 Which three features or functionalities does Cisco Unified Communications Manager provide

for Cisco Unified CCE and Cisco Unified Customer Voice Portal? (Choose three.)

- A. call queuing
- B. CTI data on Cisco Agent Desktop screen pop
- C. Cisco Extension Mobility for agents
- D. Cisco Mobile Agents
- E. Courtesy Callback
- F. transfer call routing from agent to agent

Answer: C,D,F