

# Designing Cisco Unified Contact Center Enterprise (UCCED)

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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.)

**Options:**

- 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.)

**Options:**

- 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

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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.)

**Options:**

- A. SIP REFER label and SigDigits
- 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.)

**Options:**

- 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 calls to 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

In a Cisco Unified Contact Center Enterprise deployment, which two options are the roles of the Administration & Data Servers? (Choose two.)

**Options:**

- A. administration server
- B. real-time data server
- C. analytical server
- D. recording server
- E. static server
- F. performance server

**Answer: A, B**

### Question 6

Which three features does Cisco Finesse provide as an out-of-the-box agent desktop? (Choose three.)

**Options:**

- A. basic call control (answer, hold, retrieve, end, and make call)
- B. advanced call control (consultation, transfer after consult, conference after consult)
- C. agent historical reports
- D. ready and login reason codes
- E. phonebooks and workflows
- F. desktop for third-party ACD

**Answer: A, B, E**

### Question 7

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

**Options:**

- A. SIP call control messages
- B. routing control (Cisco Unified CM cluster request instructions from Cisco Unified CCE)

- C. service control
- D. device and call monitoring
- E. subscription control
- F. device and call control

**Answer: B, D, F**

### Question 8

Which three components are required in a Cisco Unified CVP VXML "standalone" server deployment model? (Choose three.)

**Options:**

- A. Cisco Unified CVP Call Studio
- B. Cisco Unified CVP VXML Server
- C. Cisco Unified CVP reporting server
- D. load balancer
- E. ingress voice gateway
- F. egress voice gateway
- G. VRU peripheral gateway

**Answer: A, B, E**

### Question 9

Which type of traffic from the peripheral gateway to the central controller is considered high priority in the Cisco Unified Contact Center Enterprise solution?

**Options:**

- A. configuration requests
- B. skill group data
- C. routing and DMP control traffic
- D. Real-Time Monitoring

**Answer: C**

### Question 10

Which attribute can be created in Cisco Unified Contact Center Enterprise Precision Routing?

**Options:**

- A. Boolean or proficiency
- B. string or integer
- C. Boolean or integer
- D. proficiency or array

**Answer: A**

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