



Vendor: Cisco

Exam Code: 600-455

Exam Name: Designing Cisco Unified Contact Center
Enterprise

Version: DEMO

QUESTION 1

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

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

Answer: A

QUESTION 2

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

Answer: B

QUESTION 4

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: AD

QUESTION 5

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

QUESTION 6

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

QUESTION 7

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

QUESTION 8

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: BC

QUESTION 9

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.

Answer: E

QUESTION 10

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: BE

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