Vendor: Cisco

Exam Code: 500-440

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
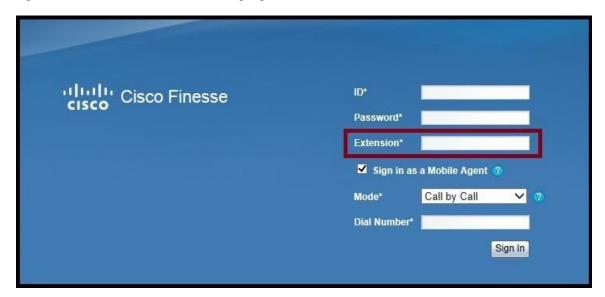Which type of MTP is supported with Cisco Unified Mobile Agent?

A. MTP Pass-Through
B. MTP No Pass-Through
C. MTP Pass-Around
D. MTP No Pass-Around

Answer: B

QUESTION 3
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. the local CTI port dialed number
B. the remote CTI port dialed number
C. agent PSTN number (accessible from CUCM/GW)
D. agent ID
E. agent reservation script dialed number

Answer: A

QUESTION 4
Which one of the following types of traffic from the PG to the central controller is considered high priority in the Cisco Unified Contact Center Enterprise solution?

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

Answer: C

QUESTION 5
In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement is true about the Cisco Unified Communications Manager Peripheral Gateway duplex pair?

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 PG private network may be shared with any other private connections--PGs or Call Routers/Loggers.
C.   The PG may use the highly available WAN connection between the sites (visible network) for all traffic--visible and private.
D.   The PGs must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

Answer: B

QUESTION 6
What role does the Cisco Unified ICM play in the Cisco Unified Contact Center Enterprise solution?

A.   plays music on hold and in queue for callers
B.   terminates media streams for agents and callers
C.   provides routing and queuing instructions for contacts
D.   records and stores voice calls for quality purposes

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

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