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600-455 Exam

Cisco Unified Contact Center Enterprise Specialist Exam

Questions & Answers
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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.)

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.)

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
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.)

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.)

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.)

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.)

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.)

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

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?

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?

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

Answer: A

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