

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**

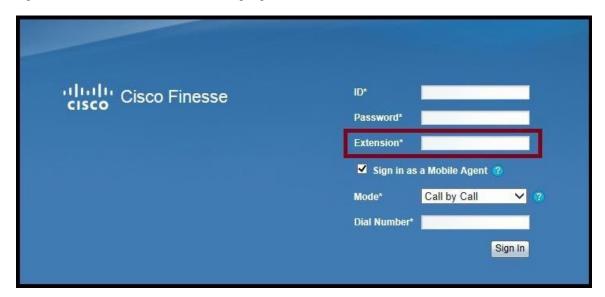
Which type of MTP is supported with Cisco Unified Mobile Agent?

- 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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