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### Question No. 1

Which two options are the maximum number of concurrent reports supported by CUIC? (Choose two.)

- A. Up to maximum agent capacity for historical report using live data
- B. 400 concurrent Real-time reports
- C. 800 concurrent Real-time reports
- D. 50 concurrent Historical reports
- E. 100 concurrent Historical reports
- F. 400 concurrent Historical reports

**Answer:** B, F

### Question No. 2

In Cisco Finesse 10.0(x), Which is the last operation a supervisor need to perform in order to intercept the call?

- A. after a supervisor has transferred the call.
- B. after a supervisor has selected to talking agent for monitoring
- C. after a supervisor has started monitoring a call
- D. after a supervisor has barged into a call

**Answer:** D

### Question No. 3

In the congestion control feature of Cisco Unified Contact Center Enterprise, which four options handle the calls that are to be throttled? (Choose three.)

- A. Transfer the call to the Cisco Unified Communications Manager hunt group.
- 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.

**Answer:** C, D, F

### Question No. 4

Under which circumstance(s), can the Public/Visible network share the WAN with the Private network in the Cisco UCCE clustering over the WAN deployments?

- A. SONET WAN with multiple edge devices per Data Center to connect to the SONER ring.
- B. under no circumstances
- C. MPLS WAN with a single edge device per Data Center that connects to multiple 1Gbps WAN circuits and the failover between the WAN circuits is less than 500ms.
- D. MPLS WAN with multiple 1Gbps WAN circuits and a fast 100 ms Round Trip latency between Data Centers.

**Answer:** B

### **Question No. 5**

Which setup is correct when you configure Cisco UCS B-Series VICs to reach the Fabric interconnect switches for Cisco Unified Contact Center Enterprise (UCCE) on Cisco UCS B-Series deployments?

- **A.** Enable Fabric Failover as an extra redundancy measure so that traffic from the UCS B-Series blade has the HA paths.
- **B.** Disable the Fabric Failover option.
- **C.** Enable this Fabric Failover only when the UCS B FI connects to a Common Layer 2 domain in upstream Network.
- **D.** Disable this Fabric Failover when the connected upstream network is operating in a Disjointed Layer 2 domain.

**Answer:** B

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