



# CISCO 500-440

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## Cisco Unified Contact Center Enterprise Certification Questions & Answers

Exam Summary – Syllabus – Questions

**500-440**

**[Cisco Unified Contact Center Enterprise Specialist](#)**

**65-75 Questions Exam – Variable (750-850 / 1000 Approx.) Cut Score – Duration of 75 minutes**

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## Know Your 500-440 Certification Well:

The 500-440 is best suitable for candidates who want to gain knowledge in the Cisco Collaboration. Before you start your 500-440 preparation you may struggle to get all the crucial Unified Contact Center Enterprise materials like 500-440 syllabus, sample questions, study guide.

But don't worry the 500-440 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the 500-440 syllabus?
- How many questions are there in the 500-440 exam?
- Which Practice test would help me to pass the 500-440 exam at the first attempt?

Passing the 500-440 exam makes you Cisco Unified Contact Center Enterprise Specialist. Having the Unified Contact Center Enterprise certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

## Cisco 500-440 Unified Contact Center Enterprise Certification Details:

<b>Exam Name</b>	Designing Cisco Unified Contact Center Enterprise
<b>Exam Code</b>	500-440
<b>Exam Price</b>	\$300 USD
<b>Duration</b>	75 minutes
<b>Number of Questions</b>	65-75
<b>Passing Score</b>	Variable (750-850 / 1000 Approx.)
<b>Recommended Training</b>	<a href="#">Administering Cisco Unified Contact Center Enterprise Part 1 (AUCCE1) 2.0</a> <a href="#">Administering Cisco Unified Contact Center Enterprise Part 2 (AUCCE2) 2.0</a> <a href="#">Deploying Cisco Unified Contact Center Enterprise (DUCCE) 2.0</a>

<b>Exam Registration</b>	<a href="#">PEARSON VUE</a>
<b>Sample Questions</b>	<a href="#">Cisco 500-440 Sample Questions</a>
<b>Practice Exam</b>	<a href="#">Cisco Unified Contact Center Enterprise Specialist Practice Test</a>

## 500-440 Syllabus:

Section	Weight	Objectives
Describe the Features and Functionality of the Cisco Unified CCE Solution	23%	<ul style="list-style-type: none"> <li>- Describe the role of Cisco Unified Communications Manager in Cisco Unified CCE</li> <li>- Describe the role of voice gateways and Session Initiation Protocol proxy in Cisco Unified CCE</li> <li>- Describe the role of congestion control in Cisco Unified CCE</li> <li>- Describe the role of Cisco Unified Intelligent Contact Management (Unified ICM) in Cisco Unified CCE</li> <li>- Describe the role of CTI in Cisco Unified CCE</li> <li>- Describe the role of Cisco Unified Customer Voice Portal in Cisco Unified CCE</li> <li>- Describe the role of high priority traffic in Cisco Unified ICM</li> <li>- Describe the methods available to configure and use precision routing</li> <li>- Describe the role of Cisco Unified Mobile Agent in Cisco Unified CCE</li> <li>- Describe the role of Cisco Outbound Option in Cisco Unified CCE</li> <li>- Describe the methods available to secure the Cisco Unified CCE solution and their impact on system capacity and functionality</li> </ul>
Identify the Design Considerations for Cisco Unified Communications Manager in a Cisco Unified CCE Solution	11%	<ul style="list-style-type: none"> <li>- Describe the Cisco Unified Communications Manager originated calls to Cisco Unified Customer Voice Portal</li> <li>- Describe the Cisco Unified Communications Manager options for transfer calls to agents involving SIP trunks</li> <li>- Describe the requirements for Cisco Unified Mobile Agent on Cisco Unified Communications Manager</li> <li>- Describe the impact of the multiline automatic call distributor functionality of Cisco Unified CCE on Cisco Unified</li> </ul>

Section	Weight	Objectives
		<p>Communications Manager</p> <ul style="list-style-type: none"> <li>- Describe the cluster over the WAN consideration for Cisco Unified Communications Manager</li> <li>- Describe the Cisco Unified Communications Manager redundancy options for centralized deployment</li> <li>- Describe the methods available to maintain end to end reporting for transferred calls</li> </ul>
Identify the Network Design Considerations in a Cisco Unified CCE Solution	19%	<ul style="list-style-type: none"> <li>- Explain the failure scenarios with geographically separated Cisco Unified CCE deployments</li> <li>- Describe the quality of service usage within Unified Contact Center Enterprise solution</li> <li>- Explain the network requirements to support the Clustering over the WAN (CoW) deployment model for the Cisco Unified CCE solution</li> <li>- Describe the basic deployment models for the Cisco Unified CCE solution (single-site, multisite centralized, and multisite distributed)</li> <li>- Explain network requirements for the Cisco Unified Intelligent Contact Management visible and private network connections in a Cisco Unified CCE solution</li> <li>- Describe Cisco Finesse failover scenarios</li> <li>- Describe the factors that impact Cisco Unified Intelligence Center bandwidth usage</li> <li>- Describe the Test Other Side method used in Unified Intelligent Contact Management</li> <li>- Describe the high-availability options of all components supported in the Cisco Unified CCE solution</li> </ul>
Identify the Design Considerations for Cisco Unified ICM, Cisco Finesse, Cisco Unified CVP, and Cisco Unified Intelligence Center in a Cisco Unified CCE Solution	23%	<ul style="list-style-type: none"> <li>- Explain call type usage within Cisco Unified ICM in Cisco Unified CCE solution</li> <li>- Describe the design consideration for administrative workstations when Unified CCE is deployed into two data centers (geographically separated)</li> <li>- Describe the impact for re-qualify call node in Cisco Unified ICM script</li> <li>- Describe the Cisco Unified Border Element and SIP proxy functionality within Cisco Unified CCE solution</li> <li>- Describe Post Call Survey functionality and its call flow</li> <li>- Describe Whisper Announcement</li> </ul>

Section	Weight	Objectives
		functionality and its call flow - Describe Courtesy Call back functionality and its call flow - Describe Cisco Finesse features and its third-party gadgets - Describe the Cisco Finesse workflow - Describe the agent target rules feature of Cisco Unified ICM and the impact it has on the Cisco Unified CCE solution
Describe the Sizing Process for Contact Center Resources and Cisco Unified CCE Components	13%	- Describe common sizing inputs such as agent talk time, queue time, and wrap-up time and their impact on sizing contact center resources - Explain how Erlang calculations are used as part of the sizing for contact center resources - Describe the Packaged CCE capacity - Describe the sizing consideration for SIP proxy methods - Describe the factors that are used to size the components of the Cisco Unified CCE solution — including Cisco Unified Communications Manager, Cisco Unified CVP, and Cisco Unified ICM components, such as peripheral gateway, router, logger, and administrative workstations - Describe the factors that are used in sizing the bandwidth required for the Cisco Unified CCE solution
Describe the Virtualization Environment for Contact Center Resources and Cisco Unified CCE Components	11%	- Identify the VMware supported features - Describe the configuration considerations for NIC in virtualization environment - Describe the Cisco Unified Computing System B_Series fabric interconnection and the upstream network connectivity - Describe the design considerations for Cisco Unified CCE running on the Cisco Unified Computing System B_Series - Describe the design considerations for upstream IP switches when using the Cisco Unified Computing System C_Series

## 500-440 Sample Questions:

### Question: 1

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: 2

Which option describes when a call type is assigned to a call in the Cisco Unified Contact Center Enterprise system?

- a) when the call is routed to an agent
- b) when the call is first post-routed from Cisco Unified Customer Voice Portal
- c) when the call terminates and data is written to the Cisco TCD table
- d) when a call-routing script hits the first Queue to Skill Group node

**Answer: b**

**Question: 3**

You deploy Cisco Unified Contact Center Enterprise on a Cisco UCS C-Series Server and Unified Contact Center Enterprise is split over WAN with a dedicated WAN circuit for United CCE private traffic. Which two statements about QoS are true?

(Choose two.)

- a) You disable QoS because it is not needed, and the Cisco UCS C-Series Server includes multiple NICs and dedicated NICs for certain VM traffic environment.
- b) You enable QoS for United CCE on Cisco UCS C-Series VMware-based environment.
- c) You disable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- d) You enable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
- e) You enable QoS only for United CCE on third-party spec-based, VMware-based environment.

**Answer: b, 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**

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: b, c**

**Question: 6**

How does the Cisco Unified Contact Center Enterprise solution encrypt the logger database?

- a) AES
- b) SHA
- c) MD5
- d) TLS

**Answer: c**

**Question: 7**

Which two statements about Cisco Unified Mobile Agents are true?

(Choose two.)

- a) An additional voice gateway is required for Silent Monitoring.
- b) They extend and connect.
- c) They perform call control features (example: Hold/Conference/Transfer) only from the agent desktop.
- d) They are limited only to PSTN phones and mobile phone; IP phones are not supported.

**Answer: a, c**

**Question: 8**

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: 9**

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: 10**

Which two options are the maximum number of concurrent reports supported with the Packaged CCE Data Server Release 10.5?

(Choose two.)

- a) 100 concurrent Real-time reports
- b) 400 concurrent Real-time reports
- c) 800 concurrent Real-time reports
- d) 50 concurrent Historical reports
- e) 100 concurrent Historical reports
- f) 200 concurrent Historical reports

**Answer: b, f**

## Study Guide to Crack Cisco Unified Contact Center Enterprise 500-440 Exam:

- Getting details of the 500-440 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 500-440 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Cisco provided training for 500-440 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 500-440 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on 500-440 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

### Reliable Online Practice Test for 500-440 Certification

Make NWExam.com your best friend during your Cisco Unified Contact Center Enterprise Specialist exam preparation. We provide authentic practice tests for the 500-440 exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 500-440 exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the 500-440 exam.

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