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http://www.lead2pass.com/600-455.html QUESTION 11Which three statements about QoS in a Cisco Unified Intelligent Contact Management solution are true? (Choose three.) A.   In a Cisco Unified Intelligent Contact Management network, if the traffic is marked in the ICM, QoS trust needs to be enabled on access-layer routers and switches.B.   The high priority queue for the private network should be granted 90 percent of total available bandwidth.C.   The high priority queue for the private network should be granted 75 percent of total available bandwidth.D.   The high priority queue for the private network should be granted 65 percent of total available bandwidth.E.   Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is no longer necessary.F.   Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is still necessary.Answer: ABE QUESTION 12Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system? A.   when QoS is enabled on both networksB.   in cases in which there is gigabit bandwidth between sitesC.   under no circumstancesD.   when the Cisco Catalyst switch has dual power supplies Answer: C QUESTION 13In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with two new Admin Workstations as the only AWs at the site. Which option is the recommended configuration (AW type) for these two machines? A.   1 - Primary Distributor AW, 1 - Secondary Distributor AWB.   1 - Primary Distributor AW, 1 - Client AWC.   1 - Secondary Distributor AW, 1 - Client AWD.   2 - Client AWsE.   2 - Secondary Distributor AWsF.   1 - Primary Client AW, 1 - Secondary Client AW Answer: A QUESTION 14Which option describes the impact of using a Requalify Call node in a routing script for the Cisco Unified Contact Center Enterprise system? A.   The call type is changed and continues the current script execution.B.   The call is reset to the new call type, like a new call with all counters reset to zero.C.   There is no impact, and the call type is used only for the initial script selection process.D.   The call is reclassified and the system executes a new routing associated with that call type. Answer: D QUESTION 15Which Cisco Unified Border Element configuration is correct for a Cisco Unified Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment? A.   You must dedicate a voice gateway for VXML browser sessions.B.   You must configure Cisco Unified Border Element as media pass flow-around mode.C.   You must configure Cisco Unified Border Element as media pass flow-through mode.D.   You must use box-to-box Cisco Unified Border Element redundancy. Answer: C QUESTION 16Which three features does the SIP Proxy software provide when Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, and Cisco Unified SIP Proxy are used? (Choose three.) A.   centralized dial planB.   load balancer for HTTP and SIPC.   integration with Cisco ISR using SM-SRED.   N+1 or N.N redundancyE.   box-to-box redundancyF.   demarcation point between networks Answer: ACD QUESTION 17Which three statements about the Cisco Unified Customer Voice Portal Post Call Survey are true? (Choose three.) A.   For reporting purposes, the Post Call Survey call has the same CallGUID and call context as the original inbound call.B.   For reporting purposes, the Post Call Survey call has the ICM Router Key and call context from the original inbound call.C.   The call context for the Post Call Survey includes all contexts up to the point where the call is transferred to the agent. Context that the agent creates after the transfer is not included in the Post Call Survey context.D.   This feature lets you configure a call flow that, after the caller disconnects from the agent, optionally sends the call to a dialed number configured for a Post Call Survey.E.   If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the reporting server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on.F.   If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the call server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey off and on. Answer: ACF QUESTION 18Which two statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose two.) A.   In Whisper Announcements, wave files must match Cisco Unified CVP encoding and format requirements (G.711, CCITT A-Law 8 kHz, 8 bit, mono).B.   The maximum play time for a Whisper Announcement is subject to a timeout (default 45 sec).C.   Two Whisper Announcements can play for each call.D.   In Whisper Announcements, wave (.wav) is the only supported file type.E.   While a Whisper Announcement is playing, the agent can put the call on hold. Answer: AD QUESTION 19Which three statements about Courtesy Callback are true? (Choose three.) A.   Courtesy Callback reduces the time callers have to wait in a queue.B.

Courtesy Callback enables Cisco Unified Communication Manager to offer callers (who meet your criteria) the option to receive a courtesy callback by the system instead of waiting in the queue.C.   The caller who has been queued by Cisco Unified Communication Manager can hang up and subsequently be called back when an agent is close to becoming available (preemptive callback).D.   Courtesy Callback does not change the time a customer must wait to be connected to an agent.E.   If the caller decides to be called back by the system, they leave their name and the time they want to be callback.F.   You can schedule a callback for a specific time.G.   Courtesy Callback is supported only with Cisco Voice Gateway.H.   Courtesy Callback is not allowed with Agent Request API. Answer: ADG QUESTION 20The Cisco Finesse supervisor features extend the agent desktop with additional gadgets. Which three additional features are provided? (Choose three.) A.   team performance gadget to view agent statusB.   queue statistics gadget to view queue (skill group) statistics for the supervisor's queuesC.   Cisco Unified Communications Manager Remote Silent MonitoringD.   barge-in and interceptE.   gadget to park callsF.   transcoder gadget for recording Answer: ABD Lead2pass Cisco 600-455 exam dumps are audited by our certified subject matter experts and published authors for development. Lead2pass Cisco 600-455 exam dumps are one of the highest quality Cisco 600-455 Q&As in the world. It covers nearly 96% real questions and answers, including the entire testing scope. Lead2pass guarantees you pass Cisco 600-455 exam at first attempt. 600-455 new questions on Google Drive:
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