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A.   number of agents assigned to the queue who are on inbound calls B.   number of calls handled by the agents associated with that queue C.   number of agents assigned to the queue who are on outbound calls D.   number of agents assigned to the queue who are on internal consult calls E.   number of agents assigned to the other queues Answer: D QUESTION 24 In Cisco Finesse, which two workflow action types can be configured via the administration page? (Choose two.) A.   Agent Notification B.   Browser Pop C.   Timer Action D.   HTTP Request E.   Run Macro Answer: BE QUESTION 25 Which Cisco Unified Customer Voice Portal Call Studio scripts are allowed to be modified for the Courtesy Callback feature? A.   BillingQueue, Callback Engine, CallbackEntry, CallbackQueue, CallbackWait B.   Billing, Callback Engine, CallbackEntry, CallbackQueue, CallbackWait C. BillingQueue, Callback Engine, CallbackEntry, CallbackBilling, CallbackWait D.   BillingQueue, CallbackEntry, CallbackWait E. BillingQueue, Callback Engine, CallbackEntry F.   Billing, CallbackEntry, CallbackWait Answer: D QUESTION 26 Which statement about using agent targeting rules in Cisco Unified Contact Center Enterprise is true? A.   Agent device targets must be created for each phone that is used by an agent. B.   Agent labels must be created for each routing client that can route calls to an agent. C.   Agent extensions can be defined as a range, without having to build each device target. D.   Agent targeting rules are not allowed with translation routes. Answer: C QUESTION 27 Refer to the exhibit. Which includes three inbound call flows with their respective average handle times. The deployment includes Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, Cisco Unified Communication Manager, and Cisco Unified Border Element. The customer needs to record all agent conversations with callers. What is the minimum average handle time needed to determine how many recording ports are required?

A.   290.0 seconds B.   259.5 seconds C.   146.9 seconds D.   117.5 seconds Answer: C QUESTION 28 Erlang calculations are used to size contact center resources. Which two resources are sized by using Erlang-B? (Choose two.) A.   agents B.   IVR ports C. PSTN gateway trunks D.   reporting ports Answer: BC QUESTION 29 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: BF QUESTION 30 Cisco Unified Contact Center Enterprise uses Cisco Unified Customer Voice Portal in comprehensive mode. The customer estimates the peak inbound traffic to be 20 CPS, and that they have 10% transfer calls and 10% Courtesy Callback. They need to deploy SIP proxy. How many minimum SIP invites should be used to size the SIP proxy? A.   24 invites/sec B.   88 invites/sec C.   96 invites/sec D.   22 invites/sec

Answer: B Lead2pass is now offering Lead2pass 600-455 PDF dumps with 100% passing guarantee. Use Lead2pass 600-455 PDF and pass your exam easily. Download Cisco 600-455 exam dumps and prepare for exam. 600-455 new questions on Google Drive: https://drive.google.com/open?id=0B3Syig5i8gpDcnZRV1pQRkNSbEU 2017 Cisco 600-455 exam dumps (All 80 Q&As) from Lead2pass: http://www.lead2pass.com/600-455.html [100% Exam Pass Guaranteed]