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B. phonebooks and workflows C. content sharing gadget D. basic call control (answer, hold, retrieve, end, and make call) E. agent historical reports Answer: BD NEW QUESTION 101 Erlang calculations are used to size contact center resources. Which two resources are sized by using Erlang-B? (Choose two.) A. reporting ports B. estimated wait times C. PSTN gateway trunks D. agents E. IVR ports Answer: CE NEW QUESTION 102 ..... Download the newest PassLeader 600-455 dumps from passleader.com now! 100% Pass Guarantee! 600-455 PDF dumps & 600-455 VCE dumps: <https://www.passleader.com/600-455.html> (103 Q&As) (New Questions Are 100% Available and Wrong Answers Have Been Corrected! Free VCE simulator!) P.S. New 600-455 UCCED dumps PDF: [https://drive.google.com/open?id=0B-ob6L\\_QjGLpS0Y1Um5uMTU3UDQ](https://drive.google.com/open?id=0B-ob6L_QjGLpS0Y1Um5uMTU3UDQ) >> New 600-460 UCCEIS dumps PDF: [https://drive.google.com/open?id=0B-ob6L\\_QjGLpREpyNW9BUlICdkE](https://drive.google.com/open?id=0B-ob6L_QjGLpREpyNW9BUlICdkE)