



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

To which Cisco Unified Communications Manager configuration object should the call be transferred to maintain end-to-end reporting context when an agent transfers a call to another ICM Skill Group?

- A. CTI route point
- B. Agent IP phone
- C. Route pattern
- D. Translation pattern

Correct Answer: A

A CTI route point is a configuration object in Cisco Unified Communications Manager (CUCM) that enables end-to-end reporting and tracking of call transfers. When an agent transfers a call to another ICM Skill Group, it should be transferred to a CTI route point in order to maintain the end-to-end reporting context. Route patterns and translation patterns are used to route calls in CUCM, while an agent IP phone is the physical device used by an agent to access the ICM Skill Group.

QUESTION 2

What is needed to execute a particular script that is configured using script explorer for a specific time?

- A. Dialed Number mapped to a CallType and in turn mapped to a scheduled script
- B. Dialed Number mapped to a CallType
- C. Dialed Number with scheduled script
- D. Agent mapped to Dialed Number and Dialed Number in turn mapped with scheduled script

Correct Answer: A

In order to execute a particular script that is configured using script explorer for a specific time, it is necessary to map the dialed number to a call type, and in turn, map the call type to a scheduled script.

The dialed number is the number that a customer dials to reach the contact center. When the call is received, the call type is determined based on the dialed number. The call type is a category that describes the type of call, such as sales,

support, or billing. Once the call type is determined, the appropriate script can be executed. Script explorer allows you to configure different scripts for different call types and schedule them to be executed at specific times.

To ensure the correct script is executed at the right time, the dialed number must be mapped to the appropriate call type, and the call type must be mapped to the scheduled script.

Cisco ICM Script Explorer (<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-command-reference-guides-list.html>)

Cisco ICM Call Type (https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_10_5_1/configuration/guide/ICM_BK_I3C936F3_00_configuration-guide-10-5-1/)



ICM_BK_I3C936F3_00_configuration-guide-10-5-1_chapter_01.html)

QUESTION 3

Which Cisco Unified Border Element configuration is used in Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?

- A. voice gateway must be dedicated for VXML browser sessions.
- B. Cisco Unified Border Element must be configured as media pass flow-around mode.
- C. Cisco Unified Border Element must be configured as media pass flow-through mode.
- D. Box-to-box Cisco Unified Border Element must be used for redundancy.

Correct Answer: C

In a Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment, the Cisco Unified Border Element must be configured as media pass flow-through mode. In this mode, the Unified Border Element is configured to route all media traffic directly to the customer voice portal and not through the voice gateway.

QUESTION 4

Which team is responsible for ensuring that servers designated for use by CCE VMs meet these requirements, including but not limited to Storage System Performance and IOPS (Input/Output Operations Per Second) Requirements?

- A. Design team
- B. Deployment team
- C. Support Team
- D. Sales team

Correct Answer: B

The Deployment team is responsible for ensuring that servers designated for use by CCE VMs meet the requirements for Storage System Performance and IOPS. This includes verifying that the server hardware meets the specified requirements, such as the number of drives, drive size, and RAID configuration. Additionally, the Deployment team must ensure that the server meets the required IOPS, which is determined by the server type, storage system configuration, and workloads.

QUESTION 5

How is a call assigned to a call type in the PCCE system?

- A. when the call terminates, and data is written to the Cisco TCD table
- B. when the call is first post-routed from Cisco Unified Customer Voice Portal



C. when the call is routed to an agent

D. when a call-routing script hits the first Queue to Skill Group node

Correct Answer: B

The call is assigned to a call type in the PCCE system when the call is first post-routed from Cisco Unified Customer Voice Portal (Unified CVP). The call type is determined by the data in the Cisco TCD table [1]. The call type is then used to guide the call routing scripts and determine how the call is routed to an agent [2].

1.

Solution Design Guide for Cisco Unified Contact Center Enterprise ...

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_12_6_1/design/guide/ucce_b_ucce_soldg-forunified-cce-1261/rcct_b_ucce_soldg-for-unified-cce-1261_chapter_011.html

2.

Cisco Packaged Contact Center Enterprise Features Guide Release ...

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pccce_11_5_1/maintenance/Guide/PCCE_BK_P5F

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