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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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**QUESTION 1**

In the Cisco Unified Contact Center Enterprise with Cisco Unified CVP, which two statements about how to increase the Cisco Unified CVP availability are true? (Choose two.)

- A. Must have SIP Proxy server to pass messages between the gateways and the Cisco Unified CVP servers.
- B. Must have voice gateway TCL scripts to handle conditions where the gateways cannot contact the Cisco Unified CVP Call Server to direct the call correctly.
- C. Add load balancers to load balance .wav file requests across multiple Cisco Unified CVP Media Servers.
- D. Dedicate duplexed VRU peripheral gateways for each Cisco Unified CVP call server.
- E. For a single data center with centralized deployment, deploy Cisco Unified CVP with N:N redundancy.

Correct Answer: BC

QUESTION 2

Which command is used to examine detailed events processes by the router with Cisco UCCE?

- A. showlogs rtr