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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

When configuring the Cisco CVP Courtesy Callback feature in the ingress and VXML gateway, which configuration is needed to ensure that SIP is set up to forwards SIP INFO messaging.

A. signaling forward unconditional

B. signaling forward conditional

C. signaling forward conditional sip info

D. signaling forward unconditional sip info

E. signaling sip forward unconditional

Correct Answer: A

QUESTION 2

Which statement about when you deploy Cisco Unified CCE on Cisco UCS C-Series Tested Reference Configuration Servers is true?

A. You check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.

B. You do not need to check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.

C. You can add more disks to the Cisco UCS C-Series TRCs to meet IOPS requirements.

D. You cannot add more disks, but you can connect the Cisco UCS C-Series TRC to the SAN in the network to meet IOPS requirements.

Correct Answer: B

QUESTION 3

Which option describes how many reason codes you can assign across all teams using Cisco Finesse?

A. 50 sign-out reason codes and 50 not ready reason codes for a total of 100.

B. A total of 100 sign-out reason codes and not ready reason codes.

C. There is no limit. You can assign as many reason codes as you like.

D. 100 sign-out reason codes and 100 not ready reason codes for a total of 200.

Correct Answer: D

QUESTION 4

Which option best describes the issue with a call failing at the Send to VRU node in a comprehensive Cisco CVP deployment?

A. Call type is not mapped to the ICM script.

B. VRU label in the CVP dial plan does not match the dial peer on the VXML gateway.

C. CVP server is running on temporary licenses.

D. VXML application is not deployed to the CVP servers.

Correct Answer: B

QUESTION 5

A new gateway was added to the Cisco CVP in a comprehensive deployment and calls are failing with error "403 forbidden".

What is the possible cause?

A. Gateway cache requires a reset.

B. Toll Fraud security is not configured correctly.

C. Gateway authentication has not been configured.

D. Gateway IP has been blacklisted.

Correct Answer: B