500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

In the Cisco Unified Contact Center Enterprise solution, if the private network fails but the visible network is still operational, which statement is true?

A. The system stops routing calls because it cannot function without a private network.

B. The private network data is rerouted automatically over the visible network.

C. Both call routers go active and attempt to split the system until the private network is restored.

D. The system continues to operate but with only one call router in simplex mode.

Correct Answer: D

QUESTION 2

Which two options affect the Ring No Answer behavior of the agent with the Cisco UCCE Solution and Cisco CVP? (Choose two.)

A. CVP transfer timeout timer setting

B. Agent Desktop Ring No Answer time setting

C. Target Require

D. Cisco Unified Communications manager unattended port setting

E. Consider-IF in a precision queue step

Correct Answer: BC

QUESTION 3

Which two statements about installation and deployment of Cisco UCCE VMs on VMware ESXi hosts are true? (Choose two.)

A. You cannot enable hyper-threading at the hypervisor level.

B. Disable hyper-threading, but you can over-subscribe the vCPU and vRAM.

C. Enable hyper-threading at the Guest OS level.

D. Enable hyper threading at the hypervisor level.

E. Enable hyper-threading at the hypervisor level, but you cannot over-subscribe the vCPU and vRAM.

Correct Answer: AC

QUESTION 4

Which tool is available to expand the size of Cisco Unified ICM databases?

A. Microsoft SQL Studio

B. DBExpand

C. database sizing utility

D. ICMDBA

Correct Answer: D

QUESTION 5

On a VXML gateway with Cisco CVP, which Cisco IOS application service specifies the number of significant digits that are expected to be prepended to the dialed number?

A. bootstrap.tcl

B. ringtone.tcl

C. Bootstrap.vxml

D. handoff.tcl

Correct Answer: A

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