



# 500-450<sup>Q&As</sup>

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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### QUESTION 1

Which two actions are needed to enable VXML application detail reporting? (Choose two.)

- A. Enable reporting for CVP VXML Server as well as VXML Application detail.
- B. Deploy CVP reporting server then associate CVP Call Server to the CVP reporting server.
- C. Set user.vxml\_detail\_rpt\_Serv to value 1.
- D. Set user.vxml\_detail\_rpt\_Serv to value 0.
- E. Enable Report Data Exclusive Filtering.

Correct Answer: AB

### QUESTION 2

Refer to the exhibit.

**Edit Workflow**

Name: Browserpop

Description: Browserpop

When to perform Actions: When a Call is answered

How to apply Conditions: If all Conditions are met

Condition	Operator	Value	Status
callVariable1	Is not equal to	1	✗
BAStatus	Is not empty		✗
BAAccountNumber	Is not empty		✗
BAStatus	Is not equal to	1	✗
BACampaign	Is not empty		✗

Add Condition

**Ordered List of Actions**

Name	Type	Status
Browserpopflow	BROWSER_POP	✗

In Cisco Finesse 10.0 and beyond, a workflow is created for an Outbound Option call. Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?



- A. callVariable1 is not equal to 1.
- B. BAStatus is not empty.
- C. BAAccountNumber is not empty.
- D. BAStatus is not equal to 1.
- E. BACampaign is not empty.

Correct Answer: B

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### QUESTION 3

In the Cisco UCCE with CVP centralized deployment with single data center, which statement about how to increase the CVP availability is true?

- A. Must have SIP Proxy server to pass messages between the gateways and the CVP servers.
- B. Deploy CVP with N:N redundancy.
- C. Deploy CVP with N+1 redundancy.
- D. Deploy CVP standalone to handle downtime.

Correct Answer: C

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### QUESTION 4

Using queue at the edge with ELCAC, which two configurations in Cisco UCM are correct? (Choose two.)

- A. Set a SIP trunk towards each SIP proxy for IP originated calls. This SIP trunk should use Location=Shadow.
- B. Configure SIP Profile to Reroute Incoming Request using Call-Info header with purpose=x cisco-origIP
- C. Set a SIP trunk towards each CVP Call Server for IP originated calls. This SIP trunk should use Location=Phantom
- D. Configure SIP profile to Reroute Incoming Request using Contact-Info header with purpose=x-ciscoorigIP
- E. Create a UCM SIP Profile with Reroute Incoming request based on Contact Header.

Correct Answer: AB

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### QUESTION 5



Which two statements about when you install/deploy Cisco Unified Contact Center Enterprise VMs on VMware ESXi hosts are true? (Choose two.)

- A. You can enable hyper-threading at the hypervisor level.
- B. You cannot enable hyper-threading, but you can over-subscribe the vCPU and vRAM.
- C. You can enable hyper-threading at the Guest OS level.
- D. You can enable hyper-threading at the hypervisor level, but you cannot over-subscribe the vCPU and vRAM.
- E. You cannot enable hyper-threading at the hypervisor level.

Correct Answer: CE

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