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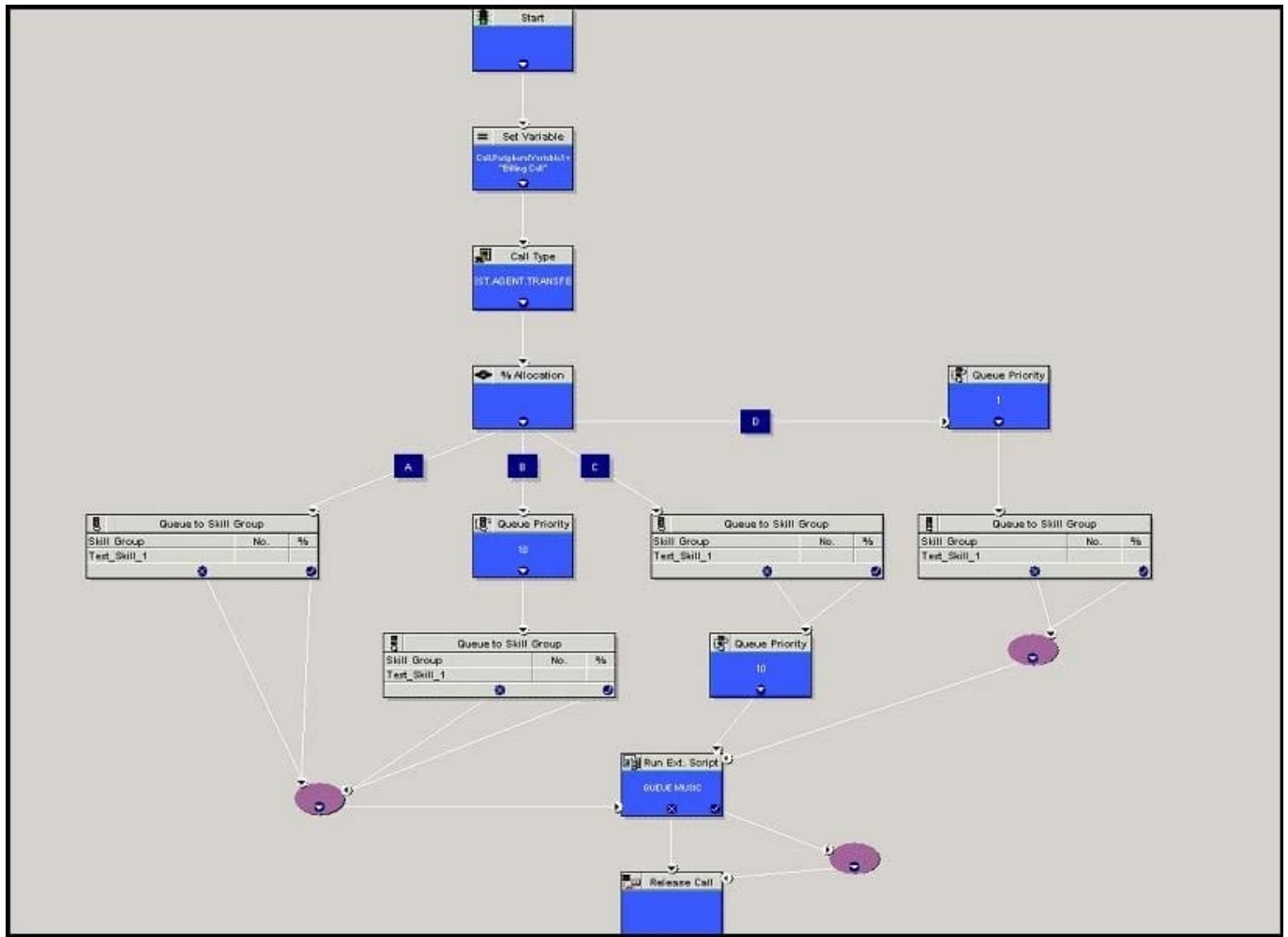
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QUESTION 1

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.

Four calls enter the script in the exhibit but are queued due to no agents being available. Assume that the calls are equally distributed across the A, B, C, and D path in that order using the % Allocation Node and that the Queue to Skill Group Node priority is left at its default setting.

Which call is answered first?

A. The call that traversed through the A path.

B. The call that traversed through the B path.

C. The call that traversed through the C path.

D. The call that traversed through the D path.

Correct Answer: A

QUESTION 3

Which option is needed is needed to "user.microapp.media_server=http://mediaserver value on ICM scripts prior to release of 10.x?

A. Mapping an IP address to hostname on Cisco UCCE

B. CVP to route calls to "mediaserver"

C. No default "mediaserver" in CVP configuration

D. Mapping an IP address to hostname on VXML gateway

Correct Answer: D

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

Which two statements about Precision Queues are true? (Choose two.)

A. A Wait Time may be configured in any step except for the last step.

B. At least on step must be configured for a Precision Queue.

C. Either Skill Groups or Precision Queues must be utilized within an instance – not both.

D. Precision Queues can be configured for usage in agent-based inbound campaigns.

E. A Consider If statement may be configured in any step.

Correct Answer: AB