



500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Which three options dictate that MicroApps are not sufficient and require Call Studio for Call Flow scripting? (Choose three.)

- A. Courtesy Callback
- B. recording a .wav file
- C. FTP a file
- D. Emergency Contact Center closure
- E. agent whisper
- F. IVR Outbound option
- G. agent greeting

Correct Answer: ABC

QUESTION 2

When performing an update to Cisco UCCE solution, which components do not need to be upgraded together during the same maintenance window?

- A. Call router and peripheral gateway
- B. Administrative workstation and HDS-DDS
- C. Call router and logger
- D. Call router and administrative workstation

Correct Answer: A

QUESTION 3

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)

- A. ICM Organizational Unit
- B. ICM facility
- C. ICM User Group policy
- D. ICM Security policy



E. ICM instance

F. ICM agent users

Correct Answer: ABE

QUESTION 4

Which two ICM scripting nodes support dynamic setting? (Choose two.)

A. Percent Allocation

B. Precision Queue

C. Skill Group

D. Peripheral gateway

E. Call Type

Correct Answer: BE

QUESTION 5

What is the maximum number of agents that can be configured within Cisco packaged Contact Center Enterprise up to release 10.5?

A. 76,000

B. 500

C. 1000

D. 2000

E. 6000

Correct Answer: E

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