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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Refer to the exhibit.

Outbound Option Dialer
nodeman exe : ▮▮▮▮
nmm.exe : ▮▮▮▮
baDialer_SIP.exe : [out9 DialerBADialer-A] [CM-A] [CTA-A] [Ports C:19 R:19 B:0] [MR-A] [SIP-A] : ▮▮▮▮

In a Cisco Unified Contact Center Enterprise 10.0 Outbound Option with SIP dialer, you check the status of the Dialer process from Diagnostic Framework Portico. What does the circled message "R" represent?

A. customer instance name

B. telephony port status

C. configured ports

D. ready ports
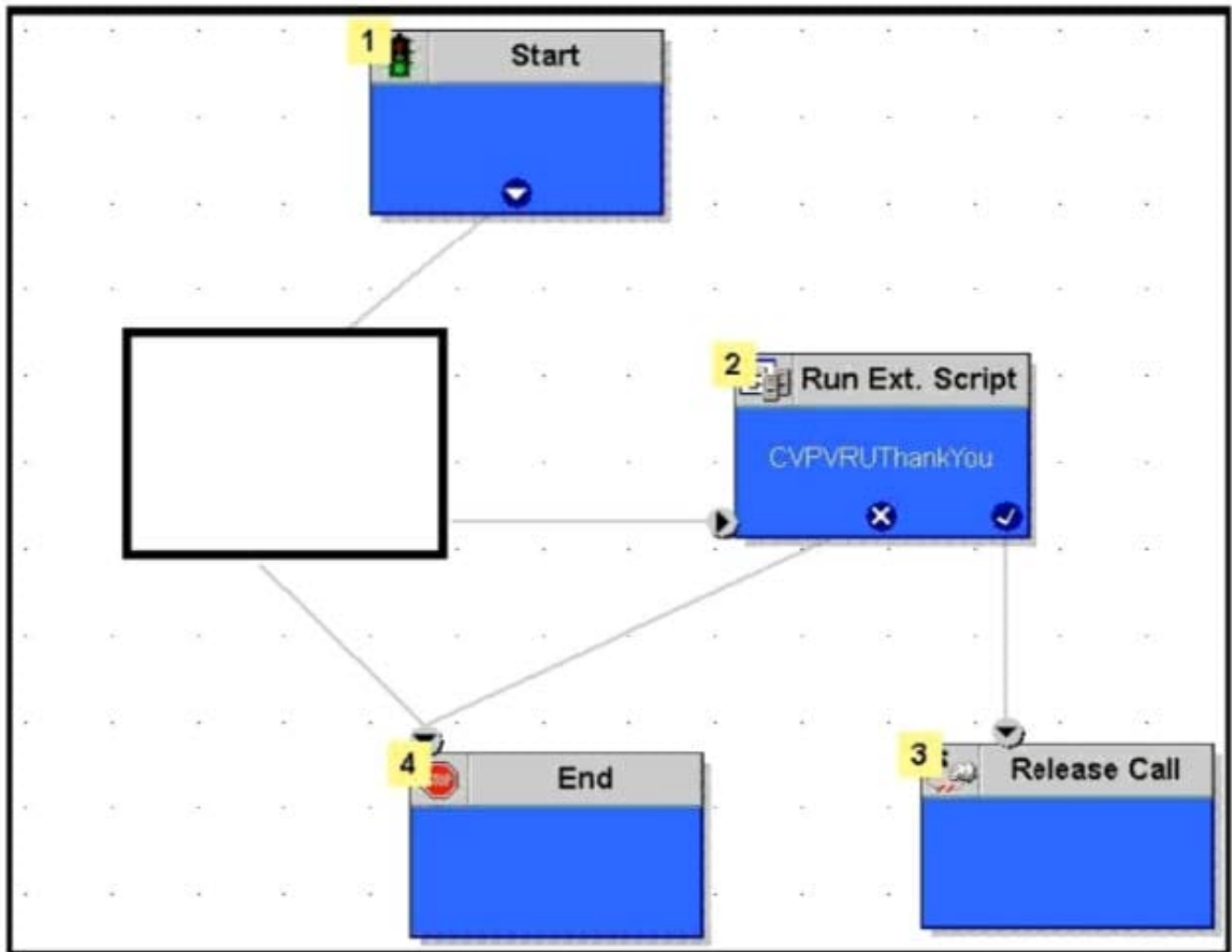
E. reserved ports

Correct Answer: D

QUESTION 2

Which CLI command is run on Cisco Unified Intelligence Center to check database replication?

A. utils dbreplication status

B. show dbreplication status

C. utils replication status

D. show replication status

Correct Answer: A

QUESTION 3

Refer to the exhibit.

In Cisco UCCE Outbound Option when configuring transfer to IVR campaign, which two nodes can be used in the routing script to transfer the call to an external script (CVP VXML application)? (Choose two.)

A. Go to Script node

B. Send to VRU node

C. Queue to Skill Group node

D. Translation Route to VRU node

E. Route Select node

Correct Answer: BD

QUESTION 4

Which two statements about Cisco CVP Whisper Announcements are true? (Choose two.)

A. The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.

B. As an option, set the dial plan with 9191*.

C. The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.

D. The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.

E. As an option, set the dial plan with 9292*.

Correct Answer: BC

QUESTION 5

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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