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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Which four items does the Cisco Finesse administrative application allow administrators to configure? (Choose four.)

- A. connections to the CTI OS server and the Administration and Data server database
- B. cluster settings for VOS replication
- C. ready and login reason codes
- D. wrap-up reasons and phonebooks
- E. workflows and workflow actions
- F. call variable and ECC variable layout
- G. desktop layout and conference resources
- H. upload third-party gadgets

Correct Answer: BDEF

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

Which statements about administrative scripts in the Cisco UCCE solution is true?

- A. Administrative scripts can use an ICM gateway node.
- B. Administrative scripts can run more than one time per second.
- C. Administrative scripts must be associated with a call type.
- D. Administrative scripts can use a DB Lookup node.



Correct Answer: D

QUESTION 4

In the Cisco UCCE solution, which process is responsible for peer-to-peer synchronization?

- A. router
- B. opc
- C. ccagent
- D. mds

Correct Answer: D

QUESTION 5

Which option is needed to configure "user.microapp.media_server="http://mediaserver" value on Cisco Unified Contact Center Enterprise scripts?

- A. Cisco Unified Customer Voice Portal to route calls to "mediaserver"
- B. mapping an IP address to hostname on Cisco Unified Contact Center Enterprise
- C. mapping an IP address to hostname on VXML gateway
- D. no default "mediaserver" in Cisco Unified CVP configuration

Correct Answer: C

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