



600-455^{Q&As}

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QUESTION 1

Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

- A. SIP REFER label and SigDigits
- B. SIP REFER with ICM router requery
- C. SIP REFER with ICM script Send To VRU node
- D. SIP REFER with custom SIP header
- E. SIP REFER with routing label "rfxxxx" and standalone Cisco Unified CVP with ICM Lookup label
- F. SIP REFER with ECC variable user.sip.transfer

Correct Answer: ACD

QUESTION 2

To maintain end-to-end reporting context, when an agent transfers a call to another ICM Skill Group, to which Cisco Unified Communications Manager configuration object should the call be transferred?

- A. route pattern
- B. agent IP phone
- C. CTI route point
- D. translation pattern
- E. translation route

Correct Answer: C

QUESTION 3

In Cisco Finesse 10.0(x), which VM network adapter type removes the requirement to disable the LRO feature on the VM host?

- A. Vlane network adapter type
- B. Flexible VM network adapter type
- C. E1000 network adapter type
- D. VMXNET network adapter type
- E. VMXNET3 network adapter type



Correct Answer: C

QUESTION 4

Which three statements about the Cisco Unified CVP Post Call Survey (PCS) are true? (Choose Three)

- A. The mapping of a dialed number pattern to a PCS number enables the PCS feature for the call.
- B. PCS lets you schedule a call to the caller at a later time.
- C. For reporting purposes, the PCS call has the same call key information
- D. The value of the user microapp is PCS controls whether the call is transferred to the PCS number.
- E. SIP REFER call flow is required to trigger PCS.
- F. The call context for the PCS includes GUID and all contexts up to the point where the call is transferred to the agent. Context that the agent creates after the transfer is not included in the PCS context.

Correct Answer: ADF

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_901/maintenance/guide/b_pcc_features_book/b_pcc_features_book_chapter_0101.html

QUESTION 5

Which Cisco Unified Customer Voice Portal Call Studio scripts are allowed to be modified for the Courtesy Callback feature?

- A. BillingQueue, Callback Engine, CallbackEntry, CallbackQueue, CallbackWait
- B. Billing, Callback Engine, CallbackEntry, CallbackQueue, CallbackWait
- C. BillingQueue, Callback Engine, CallbackEntry, CallbackBilling, CallbackWait
- D. BillingQueue, CallbackEntry, CallbackWait
- E. BillingQueue, Callback Engine, CallbackEntry
- F. Billing, CallbackEntry, CallbackWait

Correct Answer: D

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