



600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

A new gateway was added to the Cisco CVP in a comprehensive deployment and calls are failing with error "403 forbidden".

What is the possible cause?

- A. Gateway cache requires a reset.
- B. Toll Fraud security is not configured correctly.
- C. Gateway authentication has not been configured.
- D. Gateway IP has been blacklisted.

Correct Answer: B

QUESTION 2

Which two statements about when you install/deploy Cisco Unified Contact Center Enterprise VMs on VMware ESXi hosts are true? (Choose two.)

- A. You can enable hyper-threading at the hypervisor level.
- B. You cannot enable hyper-threading, but you can over-subscribe the vCPU and vRAM.
- C. You can enable hyper-threading at the Guest OS level.
- D. You can enable hyper-threading at the hypervisor level, but you cannot over-subscribe the vCPU and vRAM.
- E. You cannot enable hyper-threading at the hypervisor level.

Correct Answer: CE

QUESTION 3

In a Cisco Unified Contact Center Enterprise deployment, callers report intermittent voice-quality issues.

What might cause this problem?

- A. The Cisco voice gateways have too few trunks to accept the inbound calls.
- B. The Cisco Finesse is locking up because of a virus.
- C. The system has too few DSP transcoding resources to support all the calls across the WAN.
- D. Cisco Unified Communications Manager has too few conference bridge resources.
- E. A different voice codec is used by the caller and the agent.

Correct Answer: C



QUESTION 4

Refer to the exhibit.

```
Outbound Option Dialer
nodeman.exe : [REDACTED]
nmun.exe : [REDACTED]
baDialer_SIP.exe : [out9.Dialer.BADialer-A] [CM-A] [CTI-A] [Ports C:19[R:19]B:0] [MR-A] [SIP-A] : [REDACTED]
```

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 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

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