



600-460^{Q&As}

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QUESTION 1

Refer to the exhibit.

Edit Workflow

Name: Browserpop
Description: Browserpop
When to perform Actions: When a Call is answered
How to apply Conditions: If all Conditions are met

Variable	Operator	Value	Status
callVariable1	Is not equal to	1	X
BAS:status	Is not empty		X
BAAccountNumber	Is not empty		X
BAS:status	Is not equal to	1	X
BACampaign	Is not empty		X

Add Condition

Ordered List of Actions

Name	Type	Status
Browserpopflow	BROWSER_POP	X

Add

In Cisco Finesse 10.0 and beyond, a workflow is created for an Outbound Option call.

Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?

- A. callVariable1 is not equal to 1.
- B. BAS:status is not empty.
- C. BAAccountNumber is not empty.
- D. BAS:status is not equal to 1.
- E. BACampaign is not empty.

Correct Answer: B

QUESTION 2



You are about to perform a Tech refresh upgrade for a customer. The customer wants more details about how the historical data is maintained. The customer has two sides each with a router, logger, and HDS-DDS.

Which is the best explanation?

- A. The routers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.
- B. The loggers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.
- C. Each side synchronized its data from the logger using SQL replication.
- D. The HDS-DDSs continuously synchronized the historical data to keep themselves up to date.

Correct Answer: B

QUESTION 3

Which command is used to examine detailed events processes by the router with Cisco UCCE?

- A. showlogs rtr
- B. dumplog router
- C. viewlogs rtr
- D. Dumplog rtr

Correct Answer: D

QUESTION 4

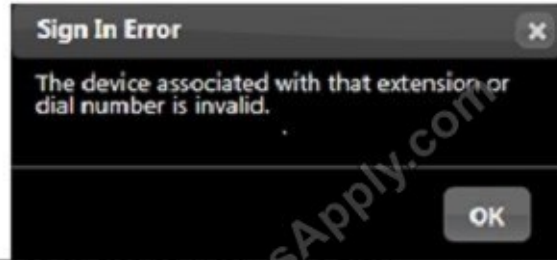
Which Cisco UCCE Admin tool provides a live stream of errors as they are reported by the router?

- A. Diagnostic Framework Portico
- B. RTTest
- C. Script Editor
- D. Router Log Viewer

Correct Answer: D

QUESTION 5

Refer to the exhibit. In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging into the desktop. The error message highlighted has been found in the PG jgw1 log file.



```
11:37:41:470 PG1A-jgw1 Trace: MsgAddCallObserver: Addr: 1018 Remote Addr: 0 Invid: 145270 CallDeliveryMode ID: 0.  
11:37:41:470 PG1A-jgw1 Trace: Adding Call observer to: 1018.  
11:37:41:470 PG1A-jgw1 Trace: Address Name: 1018?P Addressing Mode:IP_ADDRESSING_MODE_IPV4.  
11:37:41:470 PG1A-jgw1 Trace: AddCallObserver address validation failed - Address Name: 1018, error code: 152  
11:37:41:470 PG1A-jgw1 Trace: MsgAddCallObserverResponse: Addr: 1018 Succeeded: 0 Invid: 145270 Cause: 152.  
11:37:41:471 PG1A-jgw1 Trace: ThreadAddressManager::processNextQueuedMsg: msgHashtable.size = 0.  
11:37:41:471 PG1A-jgw1 Trace: ThreadAddressManager::waiting for next retry.
```

Which option describes the likely cause of this error?

- A. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.
- B. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.
- C. MAC address of the phone not associated with PG user.
- D. Phone Join Across Lines feature is enabled.
- E. Phone IPv6 feature is enabled.

Correct Answer: A

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