600-460 Q&As

Implementing and Supporting Cisco Unified Contact Center Enterprise

Pass Cisco 600-460 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/600-460.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco Official Exam Center

Instant Download After Purchase
100% Money Back Guarantee
365 Days Free Update
800,000+ Satisfied Customers

QUESTION 1

Refer to the exhibit.

The Cisco Unified Customer Voice Portal post call survey is enabled on OAMP.

Which option describes what the survey dialed number pattern represents?

A. dial peer configured for survey DN

B. dialed number configured for UCCE scripts

C. route pattern configured for survey DN

D. dial peer configured for survey DN and dialed number configured for Cisco Unified Contact Center Enterprise scripts

E. dial peer and route pattern configured for survey DN and dialed number configured for Cisco Unified Contact Center Enterprise scripts

Correct Answer: B

QUESTION 2

In the Cisco UCCE solution with SIP Dialer, which option lists the correct order to setup the components (assuming the agent peripheral gateway host already exists)?

A. Configure media routing peripheral, dialer. Install media routing peripheral gateway dialer, dialer.

B. Configure dialer, port map, media routing peripheral gateway. Install dialer, media routing peripheral gateway.

C. Install media routing peripheral gateway, dialer. Configure media routing peripheral gateway, dialer.

D. Install dialer, media routing peripheral gateway. Configure dialer, port map, media routing peripheral gateway.

Correct Answer: B

QUESTION 3

Which three statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose three.)

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

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

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

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

F. The Whisper Announcement dialed number is always an extension of the Ringtone dialed number with an extra two zeros at the end.

Correct Answer: BDF

QUESTION 4

Which three statements about Multi Line Agent mode in Cisco UCCE with Finesse 10.5 and beyond are true? (Choose three.)

A. Allows UCCE to support Join Across Line and Direct Transfer Across Line features on the phone.

B. It monitors and reports calls on all lines on the phone.

C. It monitors and reports of calls on only one line on the phone.

D. It requires a busy trigger of 2 (call waiting), although calls cannot be forwarded to other extensions on the phone when busy.

E. Shared lines are supported on ACD lines but not on non-ACD lines.

F. It requires a maximum of two call appearances.

Correct Answer: ABF

QUESTION 5

Which two methods ensure that Cisco UCCE route requests that experience unexpected scripting conditions are counted as default - routed rather than errors in call type reports? (Choose two.)

A. Include a Termination node with Termination type of default label for all scripts in which there is some unexpected input.

B. Use script end node instead of release call.

C. Configure default labels for each skill group.

D. In all routing scripts, account for failure by triggering one of the congestion control features to handle the call.

E. Configure default labels for each dialed number.

Correct Answer: AE

Latest 600-460 Dumps 600-460 Study Guide 600-460 Braindumps

To Read the Whole Q&As, please purchase the Complete Version from Our website.

Try our product !

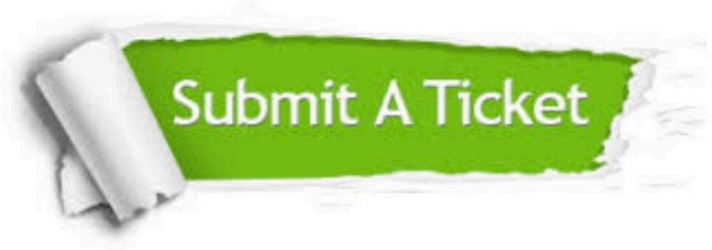
100% Guaranteed Success
100% Money Back Guarantee
365 Days Free Update
Instant Download After Purchase
24x7 Customer Support
Average 99.9% Success Rate
More than 800,000 Satisfied Customers Worldwide
Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications.
You can view Vendor list of All Certification Exams offered:

https://www.passapply.com/allproducts

Need Help

Please provide as much detail as possible so we can best assist you.
To update a previously submitted ticket:



Any charges made through this site will appear as Global Simulators Limited.
All trademarks are the property of their respective owners.
Copyright © passapply, All Rights Reserved.