



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 option about the ICM heartbeat interval and maximum number of missed heartbeats allowed between duplexed sides over the private network is true?

- A. 100 ms, 3 heartbeats
- B. 100 ms, 5 heartbeats
- C. 400 ms, 3 heartbeats
- D. 400 ms, 5 heartbeats
- E. The heartbeat interval and maximum missed heartbeats settings can be customized by a system administrator

Correct Answer: B

QUESTION 3

Which variable does the Cisco CVP use to return information about problems encountered while running a script?

- A. user.microapp.input_type
- B. user.microapp.server_info
- C. user.microapp.FromExtVXML
- D. user.microapp.error_code

Correct Answer: D

QUESTION 4



Which command is used to check the replication status of a Cisco Unified Intelligence Center cluster?

- A. show dbreplication status
- B. utils dbreplication summary
- C. utils dbreplication runtimestate
- D. utils dbreplication

Correct Answer: C

QUESTION 5

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

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