



500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

In Cisco UCCE 10.0(x) Outbound Option, the Routing and Administrative scripts are needed for the solution to work properly.

Which two statements describe the functionality of the Administrative script? (Choose two.)

- A. transfers a call to IVR as a part of IVR campaign
- B. transfers a call to IVR or Non-IVR for Answering machine or abandon calls
- C. controls a percentage of agents to be used in a campaign skill group
- D. reserves agents for specific outbound campaign
- E. enables and disables skill group for an outbound campaign

Correct Answer: CE

QUESTION 2

Which three options dictate that MicroApps are not sufficient and require Call Studio for Call Flow scripting? (Choose three.)

- A. Courtesy Callback
- B. recording a .wav file
- C. FTP a file
- D. Emergency Contact Center closure
- E. agent whisper
- F. IVR Outbound option
- G. agent greeting

Correct Answer: ABC

QUESTION 3

Which option is needed is needed to “user.microapp.media_server=http://mediaserver value on ICM scripts prior to release of 10.x?

- A. Mapping an IP address to hostname on Cisco UCCE



- B. CVP to route calls to "mediaserver"
- C. No default "mediaserver" in CVP configuration
- D. Mapping an IP address to hostname on VXML gateway

Correct Answer: D

QUESTION 4

Which option describes the steps to configure a non-global Not Ready code for a Cisco Unified ICM team using Contact Center Enterprise solution with Cisco Finesse?

- A. Add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), add reason code to team.
- B. Add team in ICM, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), add reason code to team in Cisco Finesse.
- C. Add team in ICM, add Not Ready reason code in Cisco Finesse, add reason code to team in Cisco Finesse.
- D. Add team in ICM, add Not Ready reason code in ICM, add reason code to team in Cisco Finesse.

Correct Answer: B

QUESTION 5

When configuring the Cisco CVP Courtesy Callback feature in the ingress and VXML gateway, which configuration is needed to ensure that SIP is set up to forwards SIP INFO messaging.

- A. signaling forward unconditional
- B. signaling forward conditional
- C. signaling forward conditional sip info
- D. signaling forward unconditional sip info
- E. signaling sip forward unconditional

Correct Answer: A

QUESTION 6

Refer to the exhibit.



Enable Post Call Survey for Incoming Calls: ☒

Survey Dialed Number Pattern: *

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 7

Which CLI command is run on Cisco Unified Intelligence Center to check database replication?

- A. utils dbreplication status
- B. show dbreplication status
- C. utils replication status
- D. show replication status

Correct Answer: A

QUESTION 8

Which two statements about Cisco CVP Whisper Announcements are true? (Choose two.)

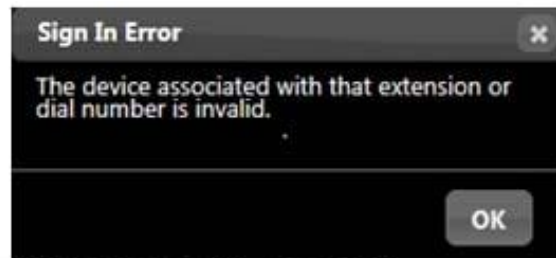
- A. The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.
- B. As an option, set the dial plan with 9191*.
- C. The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.
- D. The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.
- E. As an option, set the dial plan with 9292*.



Correct Answer: BC

QUESTION 9

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: MsgAddCallobservers: 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: 1018IP Addressing Mode:IP_ADDRESSING_MODE_IPV4.  
11:37:41:470 PG1A-jgw1 Trace: AddCallobservers address validation failed - Address Name: 1018, error code: 152  
11:37:41:470 PG1A-jgw1 Trace: MsgAddCallobserversResponse: 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

QUESTION 10

Which tool is used to expand the size of Cisco UCCE databases?

- A. Microsoft SQL Studio
- B. database sizing utility
- C. DBExpand



D. ICMDBA

Correct Answer: D

QUESTION 11

Within Cisco Unified ICM, which process handles communication between the router and peripheral gateway components?

- A. dbagent
- B. opcs
- C. ccagent
- D. mds

Correct Answer: C

QUESTION 12

Which statement about when you deploy Cisco Unified CCE on Cisco UCS C-Series Tested Reference Configuration Servers is true?

- A. You check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.
- B. You do not need to check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.
- C. You can add more disks to the Cisco UCS C-Series TRCs to meet IOPS requirements.
- D. You cannot add more disks, but you can connect the Cisco UCS C-Series TRC to the SAN in the network to meet IOPS requirements.

Correct Answer: B

QUESTION 13

On a VXML gateway with Cisco CVP, which Cisco IOS application service specifies the number of significant digits that are expected to be prepended to the dialed number?

- A. bootstrap.tcl
- B. ringtone.tcl



C. Bootstrap.vxml

D. handoff.tcl

Correct Answer: A

QUESTION 14

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 15

Which two actions are needed to enable VXML application detail reporting? (Choose two.)

A. Enable reporting for CVP VXML Server as well as VXML Application detail.

B. Deploy CVP reporting server then associate CVP Call Server to the CVP reporting server.

C. Set user.vxml_detail_rpt_Serv to value 1.

D. Set user.vxml_detail_rpt_Serv to value 0.

E. Enable Report Data Exclusive Filtering.

Correct Answer: AB
