



600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

The customer is using Cisco Unified Intelligence Center on a virtual machine and reports that the license has become invalid.

Which four options can cause this problem? (Choose four.)

- A. Time zone was changed.
- B. Secondary DNS was changed.
- C. Hostname was changed.
- D. Number of historical reports exceeded the system limits.
- E. Cisco Unified Intelligence Center Publisher is not in service.
- F. IP address was changed.
- G. Primary NTP server was changed.
- H. Number of concurrent real-time reports exceeded the system limits.

Correct Answer: ACFG

QUESTION 2

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 3

In the Cisco UCCE solution with CVP, what is determined with signification digits?

- A. VXML gateway the call is placed in
- B. agent ACD extension length



- C. external phone number CallerID
- D. how many digits of the dialed number are significant

Correct Answer: A

QUESTION 4

Refer to the exhibit.



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

Which option describes the likely cause of this error?

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

Correct Answer: A

QUESTION 5

When performing an upgrade to Cisco Unified Contact Center Enterprise solution, which components do not need to be upgraded together during the same maintenance window?

- A. Cisco Unified ICM call router and logger
- B. Cisco Unified ICM call router and administrative workstation



- C. Cisco Unified ICM call router and peripheral gateway
- D. administrative workstation and HDS-DDS

Correct Answer: C

QUESTION 6

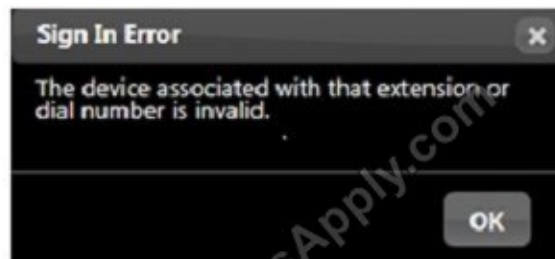
In the Cisco Unified Contact Center Enterprise solution, if the private network fails but the visible network is still operational, which statement is true?

- A. The system stops routing calls because it cannot function without a private network.
- B. The private network data is rerouted automatically over the visible network.
- C. Both call routers go active and attempt to split the system until the private network is restored.
- D. The system continues to operate but with only one call router in simplex mode.

Correct Answer: D

QUESTION 7

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

QUESTION 8

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 9

What is the maximum number of agents that can be configured within Cisco packaged Contact Center Enterprise up to release 10.5?

- A. 76,000
- B. 500
- C. 1000
- D. 2000
- E. 6000

Correct Answer: E

QUESTION 10

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 11

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 12

Which option is needed to configure "user.microapp.media_server="http://mediaserver" value on Cisco Unified Contact Center Enterprise scripts?

- A. Cisco Unified Customer Voice Portal to route calls to "mediaserver"
- B. mapping an IP address to hostname on Cisco Unified Contact Center Enterprise
- C. mapping an IP address to hostname on VXML gateway
- D. no default "mediaserver" in Cisco Unified CVP configuration

Correct Answer: C

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