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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

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 2

With Cisco Finesse, which two options list the two commands to stop and start the Tomcat service? (Choose two.)

A. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Tomcat

B. To start the Cisco Tomcat service, enter this CLI command: utils service start Tomcat

C. To stop the Cisco Tomcat service, enter this CLI command: utils service start Tomcat

D. To start the Cisco Tomcat service, enter this CLI command: utils start Cisco Tomcat

E. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Cisco Tomcat

F. To start the Cisco Tomcat service, enter this CLI command: utils service start Cisco Tomcat

Correct Answer: EF

QUESTION 3

Which batch script can be used to view VXML application states and port count for a Cisco CVP VXML server?

A. getVersions.bat

B. displayApp.bat

C. updateApp.bat

D. status.bat

Correct Answer: D

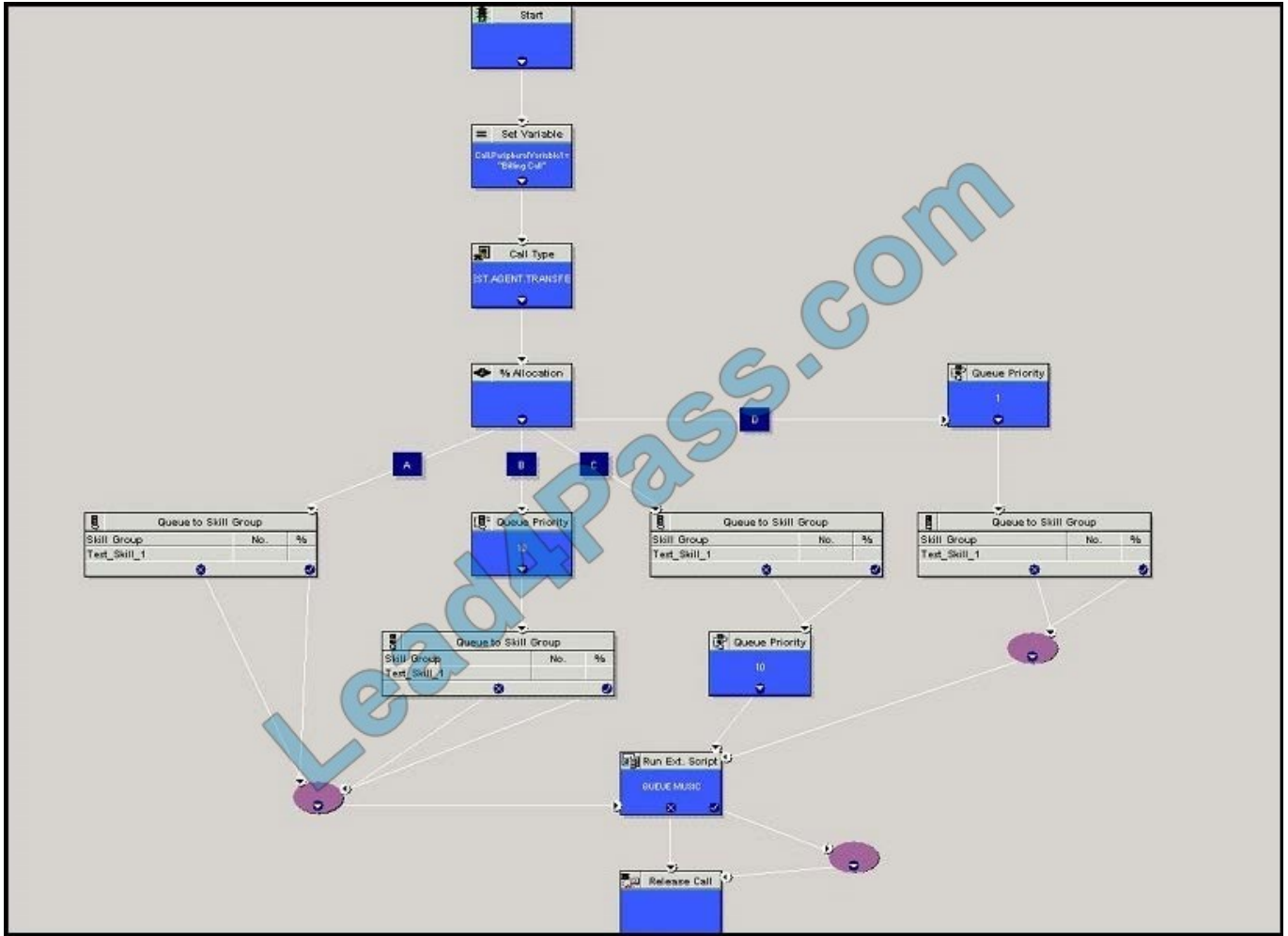**QUESTION 4**

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 5

Refer to the exhibit.

Four calls enter the script in the exhibit but are queued due to no agents being available. Assume that the calls are equally distributed across the A, B, C, and D path in that order using the % Allocation Node and that the Queue to Skill Group Node priority is left at its default setting.

Which call is answered first?

A. The call that traversed through the A path.

B. The call that traversed through the B path.

C. The call that traversed through the C path.

D. The call that traversed through the D path.

Correct Answer: A

QUESTION 6

Which statements about administrative scripts in the Cisco UCCE solution is true?

A. Administrative scripts can use an ICM gateway node.

B. Administrative scripts can run more than one time per second.

C. Administrative scripts must be associated with a call type.

D. Administrative scripts can use a DB Lookup node.

Correct Answer: D

QUESTION 7

In the Cisco UCCE solution, which process is responsible for peer-to-peer synchronization?

A. router

B. opc

C. ccagent

D. mds

Correct Answer: D

QUESTION 8

Refer to the exhibit.

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 9

Which CVP dial number patterns are needed on a Cisco Packaged Contact Center Enterprise deployment prior to release 11.x?

A. dialed number, network VRU, ring back, error

B. agent device, network VRU, ringtone, survivability

C. agent device, CUCM VRU, ringtone, survivability

D. agent device, network VRU, ringtone, error

Correct Answer: D

QUESTION 10

Using queue at the edge with ELCAC, which two configurations in Cisco UCM are correct? (Choose two.)

A. Set a SIP trunk towards each SIP proxy for IP originated calls. This SIP trunk should use Location=Shadow.

B. Configure SIP Profile to Reroute Incoming Request using Call-Info header with purpose=x cisco-origIP

C. Set a SIP trunk towards each CVP Call Server for IP originated calls. This SIP trunk should use Location=Phantom

D. Configure SIP profile to Reroute Incoming Request using Contact-Info header with purpose=x-ciscoorigIP

E. Create a UCM SIP Profile with Reroute Incoming request based on Contact Header.

Correct Answer: AB

QUESTION 11

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 12

When performing an update to Cisco UCCE solution, which components do not need to be upgraded together during the same maintenance window?

A. Call router and peripheral gateway

B. Administrative workstation and HDS-DDS

C. Call router and logger

D. Call router and administrative workstation

Correct Answer: A

QUESTION 13

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 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 microapps can capture DTMF from the caller in the CVP environment?

A. Menu and Get Digits

B. Menu, play Media, and get Digits

C. Play Media, Get Speech, and Get Digits

D. Get Speech, Menu, and get Digits

Correct Answer: D

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