

500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise
(UCCEIS)

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QUESTION 1

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 2

Which three devices show an operating status within Cisco CVP OAMP control center? (Choose three.)

- A. VXML gateway
- B. Cisco Unified CVP reporting server
- C. Cisco Unified CVP VXML server
- D. SIP proxy server
- E. Cisco Unified Communications Manager
- F. Cisco Unified Contact Center Enterprise server
- G. Cisco Unified CVP call server

Correct Answer: BCG

QUESTION 3

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

- A. 100 ms, 3 heartbeats
- B. 400 ms, 3 heartbeats
- C. 400 ms, 5 heartbeats
- D. 100 ms, 5 heartbeats

Correct Answer: D

QUESTION 4

Refer to the exhibit.

Edit Workflow

Name: Browserpop
Description: Browserpop
When to perform Actions: When a Call is answered
How to apply Conditions: If all Conditions are met

callVariable1	Is not equal to	1	X
BAS:status	Is not empty		X
BAAccountNumber	Is not empty		X
BAS:status	Is not equal to	1	X
BACampaign	Is not empty		X

Add Condition

Ordered List of Actions

Name	Type
Browserpopflow	BROWSER_POP

In Cisco Finesse 10.0 and beyond, a workflow is created for an Outbound Option call. Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?

- A. callVariable1 is not equal to 1.
- B. BAS:status is not empty.
- C. BAAccountNumber is not empty.
- D. BAS:status is not equal to 1.
- E. BACampaign is not empty.

Correct Answer: B

QUESTION 5

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

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