

500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise
(UCCEIS)

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QUESTION 1

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 2

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

QUESTION 3

Which two statements about Precision Queues are true? (Choose two.)

- A. A Wait Time may be configured in any step except for the last step.
- B. At least one step must be configured for a Precision Queue.
- C. Either Skill Groups or Precision Queues must be utilized within an instance – not both.
- D. Precision Queues can be configured for usage in agent-based inbound campaigns.
- E. A Consider If statement may be configured in any step.

Correct Answer: AB

QUESTION 4

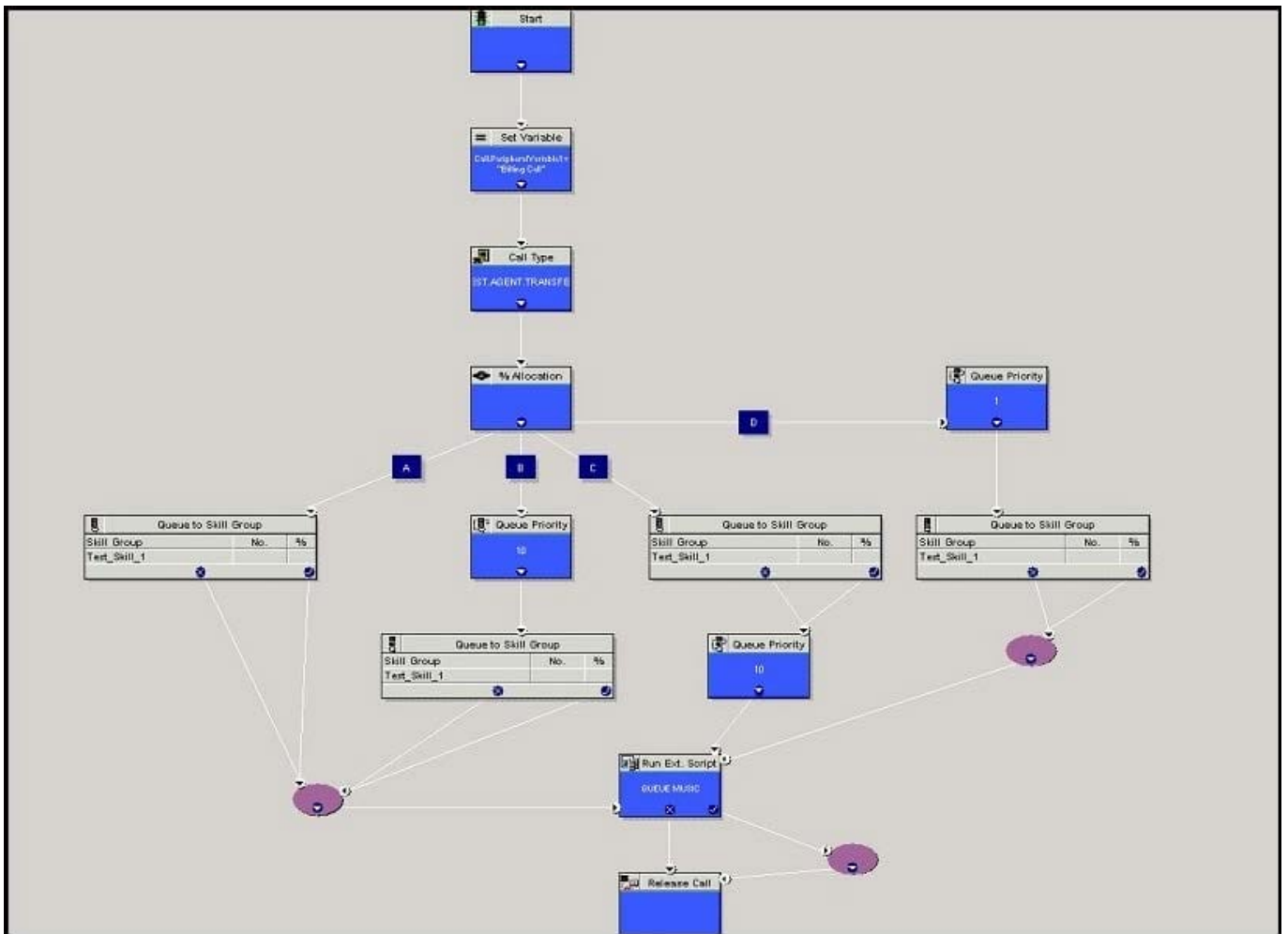
Which option lists the minimum extended call variables that are needed for Cisco Unified Customer Voice Portal Agent Greetings?

- A. user.ToExtVXML, user.app_media_lib, user.input_type
- B. user.microapp.ToExtVXML, user.microapp.app_media_lib, user.microapp.input_type
- C. user.microapp.FromExtVXML, user.microapp.app_media_lib, user.microapp.input_type
- D. user.microapp.ToExtVXML, user.microapp.app.media_Server, user.microapp.locale
- E. user.microapp.FromExtVXML, user.microapp.app.media_Server, user.microapp.input_type

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

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