

500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise
(UCCEIS)

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QUESTION 1

Which tool can be used to monitor transcoders in a CVP mixed codec environment?

- A. Performance Monitor
- B. Operations Console
- C. Real-Time Monitoring Tool
- D. VXML gateway statistics tool

Correct Answer: C

QUESTION 2

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

- A. 100 ms, 3 heartbeats
- B. 100 ms, 5 heartbeats
- C. 400 ms, 3 heartbeats
- D. 400 ms, 5 heartbeats
- E. The heartbeat interval and maximum missed heartbeats settings can be customized by a system administrator

Correct Answer: B

QUESTION 3

Which two ICM scripting nodes support dynamic setting? (Choose two.)

- A. Percent Allocation
- B. Precision Queue
- C. Skill Group
- D. Peripheral gateway
- E. Call Type

Correct Answer: BE

QUESTION 4

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 5

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

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