



600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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**QUESTION 1**

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 2

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 3

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



QUESTION 4

Which variable does the Cisco CVP use to return information about problems encountered while running a script?

- A. user.microapp.input_type
- B. user.microapp.server_info
- C. user.microapp.FromExtVXML
- D. user.microapp.error_code

Correct Answer: D

QUESTION 5

Which two options affect the Ring No Answer behavior of the agent with the Cisco UCCE Solution and Cisco CVP? (Choose two.)

- A. CVP transfer timeout timer setting
- B. Agent Desktop Ring No Answer time setting
- C. Target Require
- D. Cisco Unified Communications manager unattended port setting
- E. Consider-IF in a precision queue step

Correct Answer: BC

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