



600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

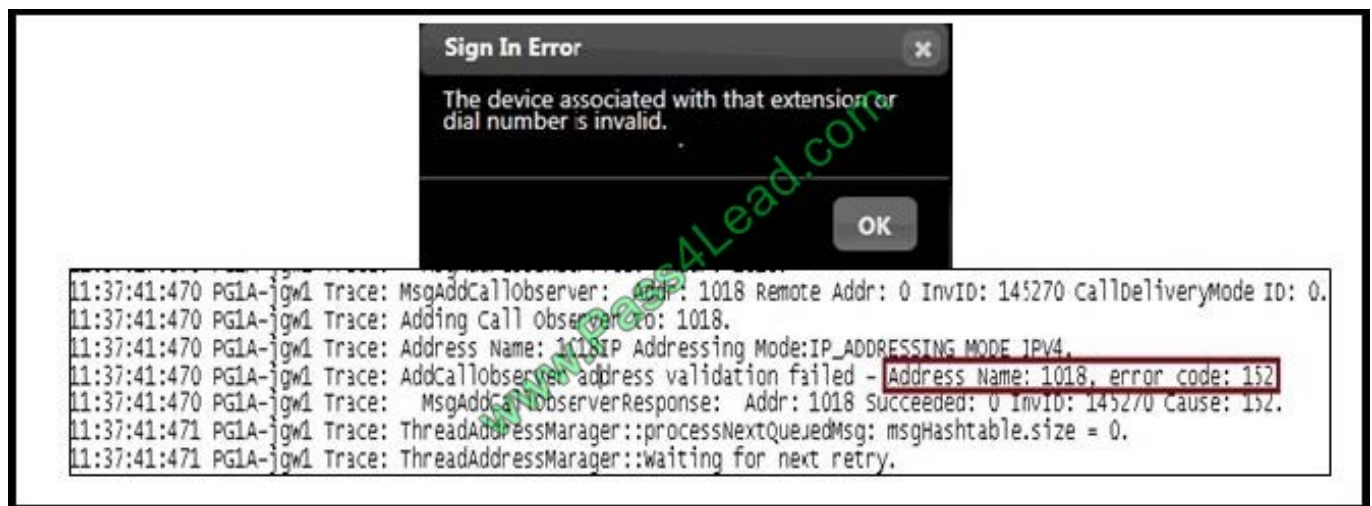
Which tool can be used to monitor Cisco Unified Communications Manager statistics?

- A. Real-Time Monitoring Tool
- B. Operations Console
- C. Performance Monitor
- D. Cisco Unified Contact Center Domain Manager

Correct Answer: A

QUESTION 2

Refer to the exhibit.



In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging into the desktop. The error message highlighted has been found in the CTI Jgw1 log file.

Which option describes the likely cause of this error?

- A. MAC address of the phone not associated with PG user.
- B. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.
- C. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.
- D. Phone Join Across Lines feature is enabled.
- E. Phone IPv6 feature is enabled.

Correct Answer: D



QUESTION 3

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 4

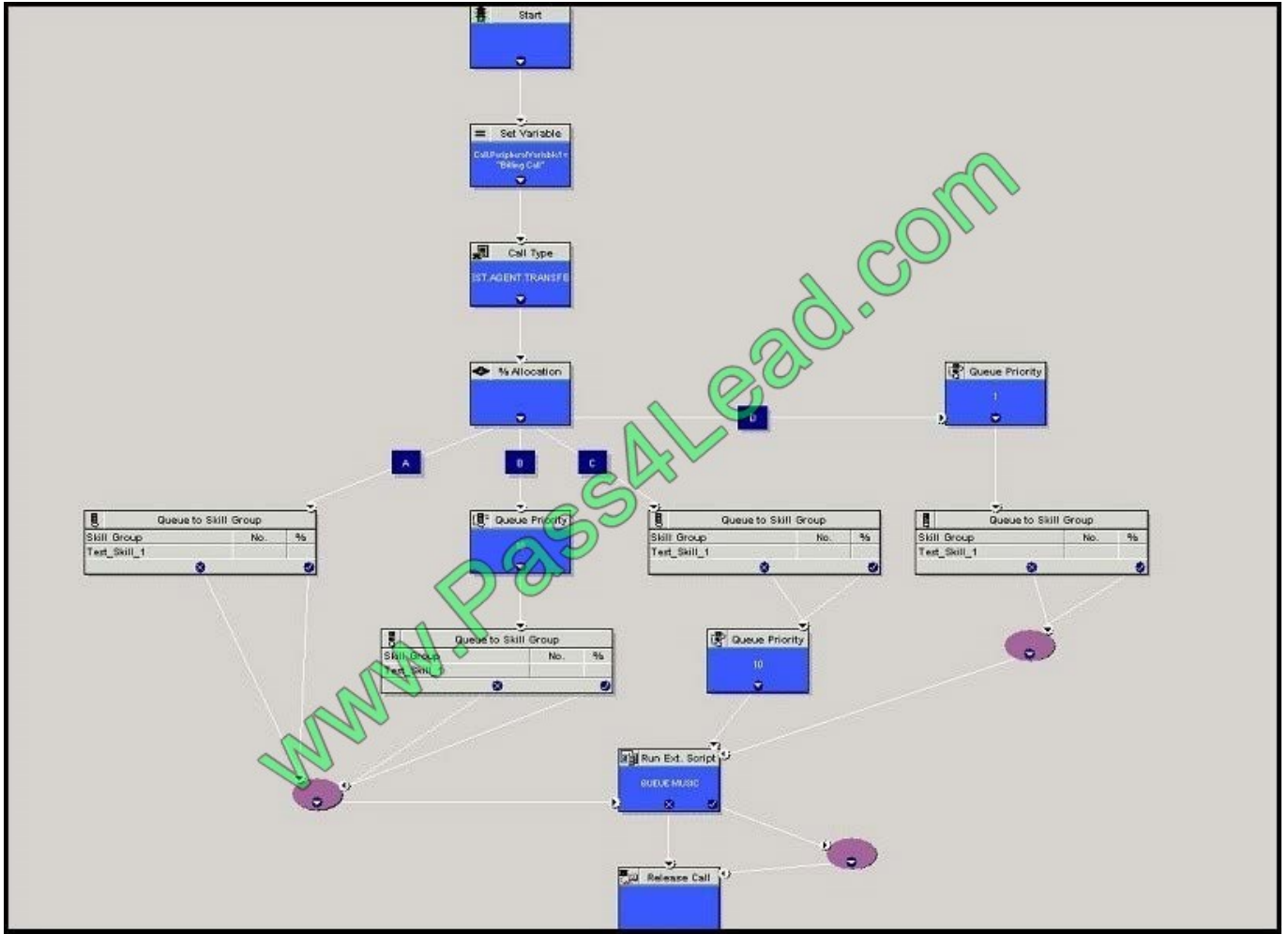
Which two situations can cause the "Send to VRU" to fail within an ICM script for Cisco CVP? (Choose two.)

- A. VRU PIM just got out of service.
- B. No network VRU is configured for the routing client.
- C. Send to originator is not enabled.
- D. Incorrect media file name.
- E. Primary VRU peripheral gateway is out of service.

Correct Answer: AB

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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