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QUESTION 1

With Cisco Finesse, which two options list the two commands to stop and start the Tomcat service? (Choose two.)

A. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Tomcat

B. To start the Cisco Tomcat service, enter this CLI command: utils service start Tomcat

C. To stop the Cisco Tomcat service, enter this CLI command: utils service start Tomcat

D. To start the Cisco Tomcat service, enter this CLI command: utils start Cisco Tomcat

E. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Cisco Tomcat

F. To start the Cisco Tomcat service, enter this CLI command: utils service start Cisco Tomcat

Correct Answer: EF

QUESTION 2

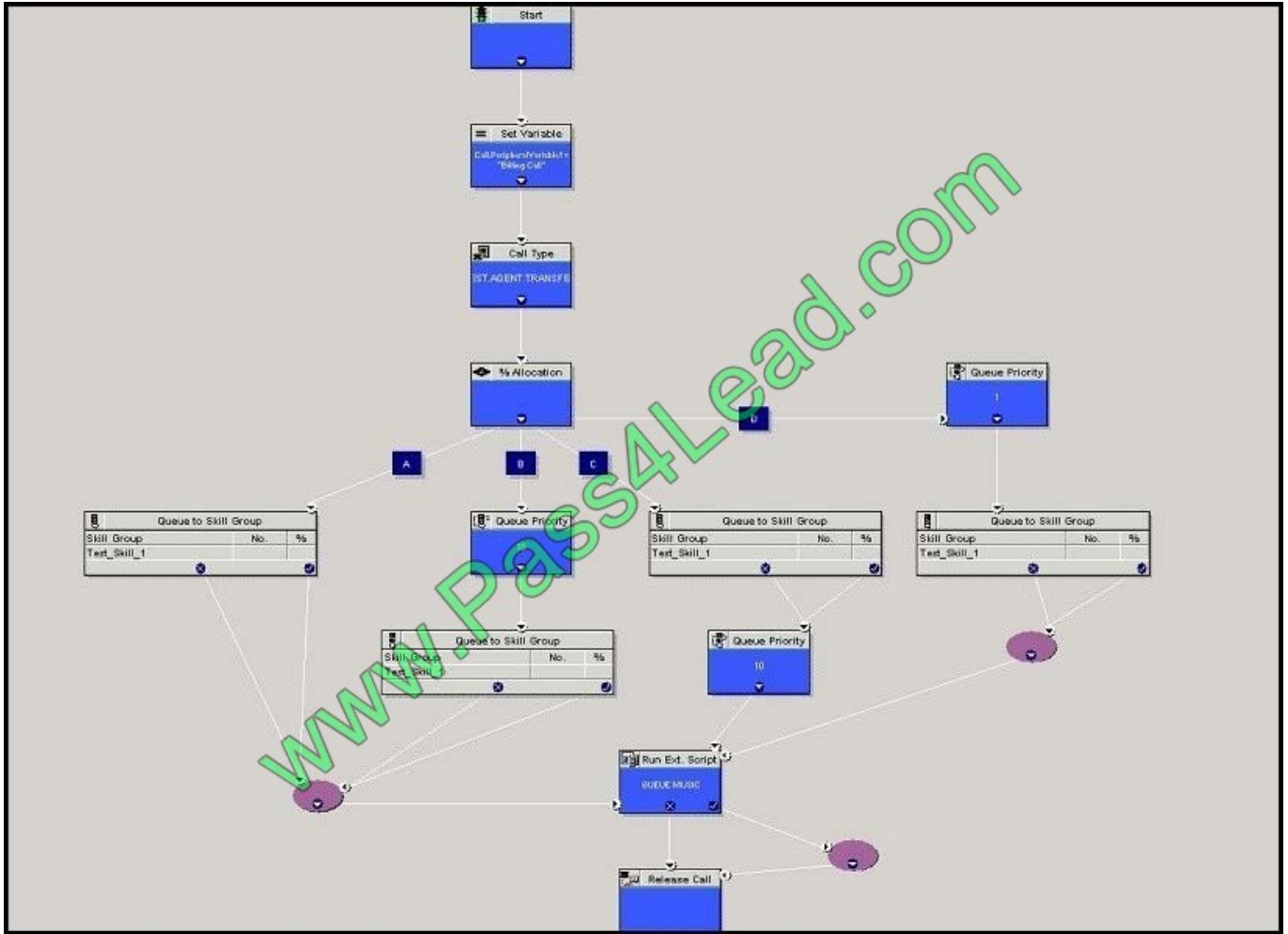Which option is needed is needed to "user.microapp.media_server=http://mediaserver value on ICM scripts prior to release of 10.x?

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 3

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

QUESTION 4

Which list of scripting objects is valid in a Consider If formula for Precision Queue?

A. Call, PQ, SkillGroup, Call Type

B. Call, Attribute, SkillGroup, Call Type

C. Call Manager, Proficiency, Skillgroup, Call type

D. Call, PQ, Attribute, Call Type

Correct Answer: A

QUESTION 5

You are about to perform a Tech refresh upgrade for a customer. The customer wants more details about how the historical data is maintained. The customer has two sides each with a router, logger, and HDS-DDS.

Which is the best explanation?

A. The routers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.

B. The loggers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.

C. Each side synchronized its data from the logger using SQL replication.

D. The HDS-DDSs continuously synchronized the historical data to keep themselves up to date.

Correct Answer: B

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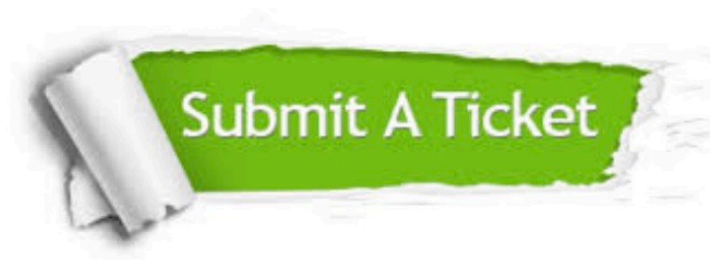Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

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