



# 600-460<sup>Q&As</sup>

Implementing and Supporting Cisco Unified Contact Center Enterprise

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### QUESTION 1

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

- A. 100 ms, 3 heartbeats
- B. 400 ms, 3 heartbeats
- C. 400 ms, 5 heartbeats
- D. 100 ms, 5 heartbeats

Correct Answer: D

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### QUESTION 2

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

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### QUESTION 3

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

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### 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

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#### QUESTION 5

Which option lists what the Security Wizard configures with Cisco UCCE?

- A. Windows Firewall and IPsec configuration
- B. VPN configuration and IPsec configuration
- C. Windows Firewall and SQL hardening
- D. IPsec configuration and anti-virus exception

Correct Answer: C

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