



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

Implementing and Supporting Cisco Unified Contact Center Enterprise

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### QUESTION 1

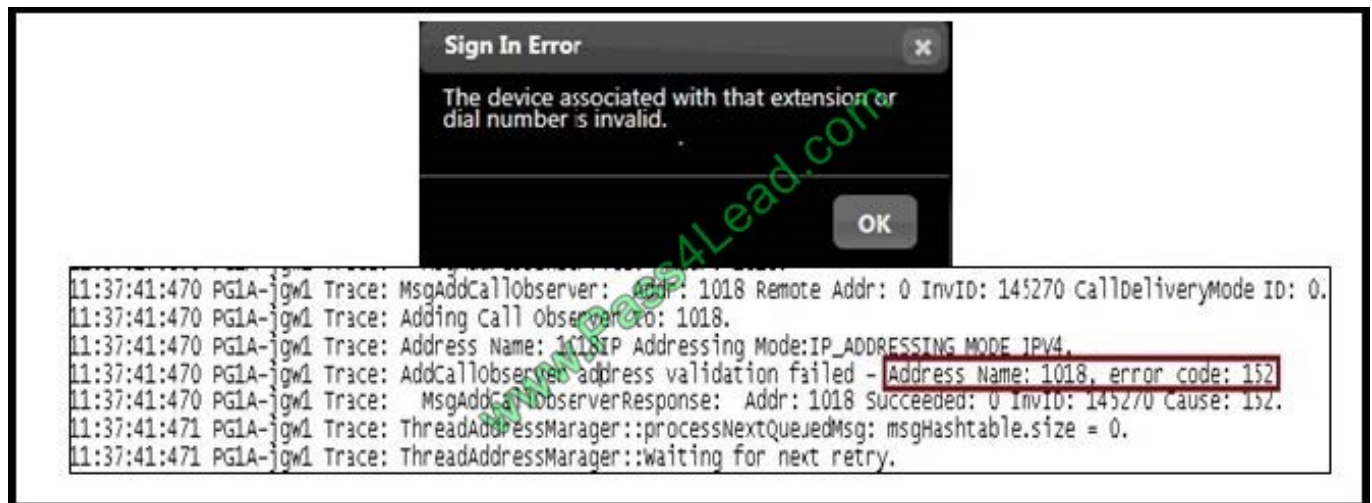
Which statement about when you deploy Cisco Unified CCE on Cisco UCS C-Series Tested Reference Configuration Servers is true?

- A. You check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.
- B. You do not need to check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.
- C. You can add more disks to the Cisco UCS C-Series TRCs to meet IOPS requirements.
- D. You cannot add more disks, but you can connect the Cisco UCS C-Series TRC to the SAN in the network to meet IOPS requirements.

Correct Answer: B

### 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

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### QUESTION 3

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

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

Correct Answer: AB

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### QUESTION 4

Which dial number patterns are needed on a Cisco Packaged Contact Center Enterprise deployment when configuring Cisco Unified CVP?

- A. agent device, network VRU, ringtone, error
- B. ICM dialed number, network VRU, ring back, error
- C. agent device, CUCM VRU, ringtone, survivability
- D. ICM dialed number plan, network VRU, ringtone, error
- E. agent device, network VRU, ringtone, survivability

Correct Answer: A

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### QUESTION 5

Which Cisco UCCE Admin tool provides a live stream of errors as they are reported by the router?

- A. Diagnostic Framework Portico
- B. RTTest
- C. Script Editor
- D. Router Log Viewer

Correct Answer: D

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