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Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

Which item is not used in configuring a Cisco ICM VRU PIM on the Peripheral Gateway?

A. instance name

B. peripheral ID

C. VRU connection port

D. heartbeat interval

Correct Answer: A

QUESTION 2

Drag the OutboundControl variable value from the Cisco Unified Contact Center Enterprise Administrative Script for Outbound Option from the left and drop it on the matching description on the right.

PREVIEW_DIRECT_ONLY

PREDICTIVE_ONLY

PREVIEW_BLENDED

PROGRESSIVE_BLENDED

Agents are routed outbound contacts based on a fixed number of calls to place when the agent is not working on an inbound contact.

Agents are given the option to place a call to a contact when they are not working on an inbound contact.

Agents are given the option to place a call to a contact using their Cisco Unified IP phone with no inbound contacts.

Agents are routed outbound contacts based on real-time performance of the campaign with no inbound contacts.

Correct Answer:

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Drag the OutboundControl variable value from the Cisco Unified Contact Center Enterprise Administrative Script for Outbound Option from the left and drop it on the matching description on the right.

QUESTION 3

A Cisco Unified Contact Center Enterprise routing script can send calls directly to a pre- defined label or extension on a Cisco Unified Communications Manager IP Phone.

What is the impact of that sort of routing on the system?

A. The Cisco Unified Contact Center Enterprise solution will automatically take the call back based on the ring-no-answer settings for the agent group associated with the call if no one answers within the timeout parameter.

B. The Cisco Unified Contact Center Enterprise solution cannot send calls outside the defined range of agent extensions / device targets in the system.

C. The Cisco Unified Contact Center Enterprise solution loses track of the call and reports it as "transferred out".

D. The Cisco Unified Contact Center Enterprise solution does not lose track of the call if the call is transferred to a monitored or agent extension / device target in the system.

Correct Answer: C

QUESTION 4

Which Cisco Unified ICM configuration object must exist before a Cisco Unified Communications Manager peripheral can be saved in the PG Explorer configuration tool?

A. call type

B. service

C. skill group

D. agent Desk Settings (new or existing default)

Correct Answer: D

QUESTION 5

In Cisco Unified Communications Manager 8.0, how is locations-based Call Admissions Control configured?

A. System Menu Location option to define each location in the centralized call-processing model

B. Advanced Features Menu Geolocation Configuration option to define each location in the centralized call-processing model

C. Call Routing Menu Location option to define each location in the centralized call- processing model

D. Application Menu Geolocation Configuration option to define each location in the centralized call-processing model

Correct Answer: A

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