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Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

When performing an upgrade to Cisco Unified Contact Center Enterprise, which of the following components do not need to be upgraded during the same maintenance window?

A. ICM Call Router and Logger / Database Server

B. ICM Call Router and Administrative Workstation

C. Administrative Workstation and WebView server

D. Administrative Workstation and Peripheral Gateway

Correct Answer: D

QUESTION 2

In the Cisco Unified Communications Manager 4.1(x), what is the first step to create a new CTI route point to be associated with a JTAPI user?

A. Create the CTI route point device and assign a directory number.

B. Using device association, map the CTI route point directory number to the JTAPI user.

C. Create a calling search space that includes the JTAPI user and CTI route point directory number.

D. Create a new directory number and associate it to the JTAPI user.

Correct Answer: A

QUESTION 3

In the Cisco Unified Contact Center Enterprise with Cisco Unified IP IVR, which statement is false?

A. A duplex IVR PG can be split across the WAN provided there are IP IVRs at each location and they are local to a Cisco Unified Communications Manager subscriber.

B. Loss of visible connection between Peripheral Gateways will not affect calls if the private network is uninterrupted.

C. Latency between the IVR and PG cannot exceed 100 ms on the visible network link.

D. A Cisco Unified IP IVR can communicate to only one side of the duplex Peripheral Gateway pair.

Correct Answer: B

QUESTION 4

In the Cisco Unified Contact Center Enterprise 7.0 solution, if a call is offered to two different skill groups, what is the effect on reporting?

A. The call statistics will be reported only against the first skill group the call was offered to.

B. The call statistics will be reported only against the skill group that actually handled the call.

C. The call statistics will be reported against both skill groups as offered, but only handled by one (and dequeued for the others).

D. The call statistics will be reported by call type, not skill group.

Correct Answer: C

QUESTION 5

The Cisco Unified Contact Center Enterprise solution supports SIP-based trunks and services for inbound calls. In a SIP trunk deployment, which statement is true?

A. All inbound SIP calls must be delivered as G.711 with no compression.

B. Cisco requires the Cisco Unified Border Element to act as a Session Border Controller between the carrier SIP trunk and the customer voice network.

C. Cisco Unified IP IVR requires additional MTP resources in a SIP deployment.

D. Cisco Unified IP phones must use the SIP protocol, not SCCP, when used with SIP trunk services.

Correct Answer: B

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