

500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise
(UCCEIS)

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QUESTION 1

Which two statements about when you install/deploy Cisco Unified Contact Center Enterprise VMs on VMware ESXi hosts are true? (Choose two.)

- A. You can enable hyper-threading at the hypervisor level.
- B. You cannot enable hyper-threading, but you can over-subscribe the vCPU and vRAM.
- C. You can enable hyper-threading at the Guest OS level.
- D. You can enable hyper-threading at the hypervisor level, but you cannot over-subscribe the vCPU and vRAM.
- E. You cannot enable hyper-threading at the hypervisor level.

Correct Answer: CE

QUESTION 2

When configuring the Cisco CVP Courtesy Callback feature in the ingress and VXML gateway, which configuration is needed to ensure that SIP is set up to forwards SIP INFO messaging.

- A. signaling forward unconditional
- B. signaling forward conditional
- C. signaling forward conditional sip info
- D. signaling forward unconditional sip info
- E. signaling sip forward unconditional

Correct Answer: A

QUESTION 3

Which two statements about Precision Queues are true? (Choose two.)

- A. A Wait Time may be configured in any step except for the last step.
- B. At least on step must be configured for a Precision Queue.
- C. Either Skill Groups or Precision Queues must be utilized within an instance – not both.
- D. Precision Queues can be configured for usage in agent-based inbound campaigns.
- E. A Consider If statement may be configured in any step.

Correct Answer: AB

QUESTION 4

Which variable does the Cisco CVP use to return information about problems encountered while running a script?

- A. user.microapp.input_type
- B. user.microapp.server_info
- C. user.microapp.FromExtVXML
- D. user.microapp.error_code

Correct Answer: D

QUESTION 5

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 6

Using queue at the edge with ELCAC, which two configurations in Cisco UCM are correct? (Choose two.)

- A. Set a SIP trunk towards each SIP proxy for IP originated calls. This SIP trunk should use Location=Shadow.
- B. Configure SIP Profile to Reroute Incoming Request using Call-Info header with purpose=x cisco-origIP
- C. Set a SIP trunk towards each CVP Call Server for IP originated calls. This SIP trunk should use Location=Phantom
- D. Configure SIP profile to Reroute Incoming Request using Contact-Info header with purpose=x-ciscoorigIP
- E. Create a UCM SIP Profile with Reroute Incoming request based on Contact Header.

Correct Answer: AB

QUESTION 7

While a voice gateway accesses webservices elements, it times out and throws an error.badfetch event. Which two options are common ways to reduce such errors?

- A. Set FetchAudioDelay timeout
- B. Set mediafetchDelay
- C. Set FetchAudioMinimum timeout.
- D. Set mediafetchDelay timeout.

Correct Answer: AC

QUESTION 8

Which option best describes the issue with a call failing at the Send to VRU node in a comprehensive Cisco CVP deployment?

- A. Call type is not mapped to the ICM script.
- B. VRU label in the CVP dial plan does not match the dial peer on the VXML gateway.
- C. CVP server is running on temporary licenses.
- D. VXML application is not deployed to the CVP servers.

Correct Answer: B

QUESTION 9

Which three options dictate that MicroApps are not sufficient and require Call Studio for Call Flow scripting? (Choose three.)

- A. Courtesy Callback
- B. recording a .wav file
- C. FTP a file
- D. Emergency Contact Center closure
- E. agent whisper

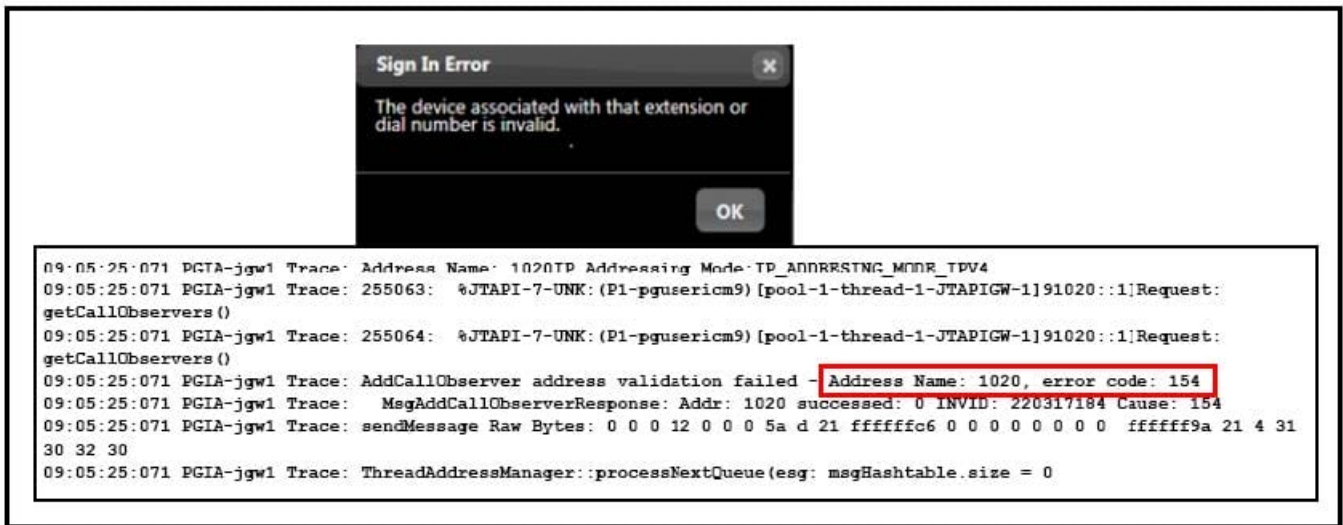
F. IVR Outbound option

G. agent greeting

Correct Answer: ABC

QUESTION 10

Refer to the exhibit.



In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging in to the desktop. The error message highlighted has been found in the PG jgw1 log file.

Which option describes the likely cause of this error?

- A. PG user does not have “Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group” role.
- B. In the peripheral gateway, Agent Phone Line Control not set to “All Lines”.
- 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. MAC address of the phone not associated with PG user.

Correct Answer: A

QUESTION 11

Refer to the exhibit.

Edit Workflow

Name: Browserpop

Description: Browserpop

When to perform Actions: When a Call is answered

How to apply Conditions: If all Conditions are met

| | | | |
|-----------------|-----------------|---|---|
| callVariable1 | Is not equal to | 1 | X |
| BAS:status | Is not empty | | X |
| BAAccountNumber | Is not empty | | X |
| BAS:status | Is not equal to | 1 | X |
| BACampaign | Is not empty | | X |

Add Condition

Ordered List of Actions

| Name | Type |
|----------------|-------------|
| Browserpopflow | BROWSER_POP |

In Cisco Finesse 10.0 and beyond, a workflow is created for an Outbound Option call. Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?

- A. callVariable1 is not equal to 1.
- B. BAS:status is not empty.
- C. BAAccountNumber is not empty.
- D. BAS:status is not equal to 1.
- E. BACampaign is not empty.

Correct Answer: B

QUESTION 12

Which command is used to check the replication status of a Cisco Unified Intelligence Center cluster?

- A. show dbreplication status
- B. utils dbreplication summary
- C. utils dbreplication runtimestate

D. utils dbreplication

Correct Answer: C

QUESTION 13

Which three rules apply when configuring agent teams? (Choose three.)

- A. An agent team can have multiple primary supervisors but can only be a member of one teams.
- B. All agents that belong to an agent team and all supervisors for that agent team must be on the same peripheral.
- C. An agent can be a member of only one agent team.
- D. An agent team can have only one primary supervisor.
- E. An agent team can have only one primary supervisor but can be a member of multiple teams.
- F. An agent team can have multiple primary supervisors.

Correct Answer: BCD

QUESTION 14

Which tool is used to expand the size of Cisco UCCE databases?

- A. Microsoft SQL Studio
- B. database sizing utility
- C. DBExpand
- D. ICMDBA

Correct Answer: D

QUESTION 15

Which option lists the minimum extended call variables that are needed for Cisco Unified Customer Voice Portal Agent Greetings?

- A. user.ToExtVXML, user.app_media_lib, user.input_type
- B. user.microapp.ToExtVXML, user.microapp.app_media_lib, user.microapp.input_type

C. user.microapp.FromExtVXML, user.microapp.app_media_lib, user.microapp.input_type

D. user.microapp.ToExtVXML, user.microapp.app.media_Server, user.microapp.locale

E. user.microapp.FromExtVXML, user.microapp.app.media_Server, user.microapp.input_type

Correct Answer: B

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