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Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

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

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

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

QUESTION 4

Refer to the exhibit.

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In the Cisco Unified Contact Center Enterprise 8.0 Web Setup Tool for the Administration and Data Server, what is the purpose of the Site Name?

A. The Site Name groups all the Administration and Data Servers across all sites for common management.

B. The Site Name defines the Microsoft Windows Active Directory relationship for the Administration and Data Servers at a given site.

C. The Site Name groups Administration and Data Servers at a physical site to minimize the real-time feed data to the site from the call routers.

D. The Site Name is no longer used in the system; it is only in the tool for upgrade compatibility.

Correct Answer: C

QUESTION 5

Which item of information is needed to determine the number of labels required for a translation route in the Cisco Unified Contact Center Enterprise solution with Cisco Unified IP IVR?

A. number of concurrent calls per second

B. number of CTI route points

C. number of CTI ports

D. number of concurrent agents

Correct Answer: A

QUESTION 6

Which is the recommended order of installation for Cisco Unified ICM software components?

A. Call Router, Logger, first Admin Workstation/Distributor, Peripheral Gateway

B. First Admin Workstation/Distributor, Call Router, Logger, Peripheral Gateway

C. Peripheral Gateway, first Admin Workstation/Distributor, Logger, Call Router

D. Logger, Call Router, Peripheral Gateway, first Admin Workstation/Distributor

Correct Answer: A

QUESTION 7

Refer to the exhibit.

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Which the following is true based on this Cisco Unified Communications Manager Application User Configuration information?

A. The CTI ports "CTIP_4003" and "CTIP_3101" are not monitored by this application user.

B. The User ID "jtapiuser_1" is the default ID for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway user.

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C. The password is invalid because the password field only accepts 32 characters.

D. The "AATestASR" device is not monitored by this application user.

Correct Answer: D

QUESTION 8

In a Cisco Unified Contact Center Enterprise routing script, how can you test the success of the Run External Script node?

A. When a Run External Script node exits through the failure branch, use an IF node to check the variable Peripheral.Status.

B. When a Run External Script node exits though the failure branch, use an IF node to check the variable Call.VRUStatus.

C. When a Run External Script node exits though the failure branch, use an IF node to check the variable Call.VRUProgress.

D. When a Run External Script node exits through the failure branch, use an IF node to check the variable Peripheral.Progress.

E. This feature is not currently supported within a routing script.
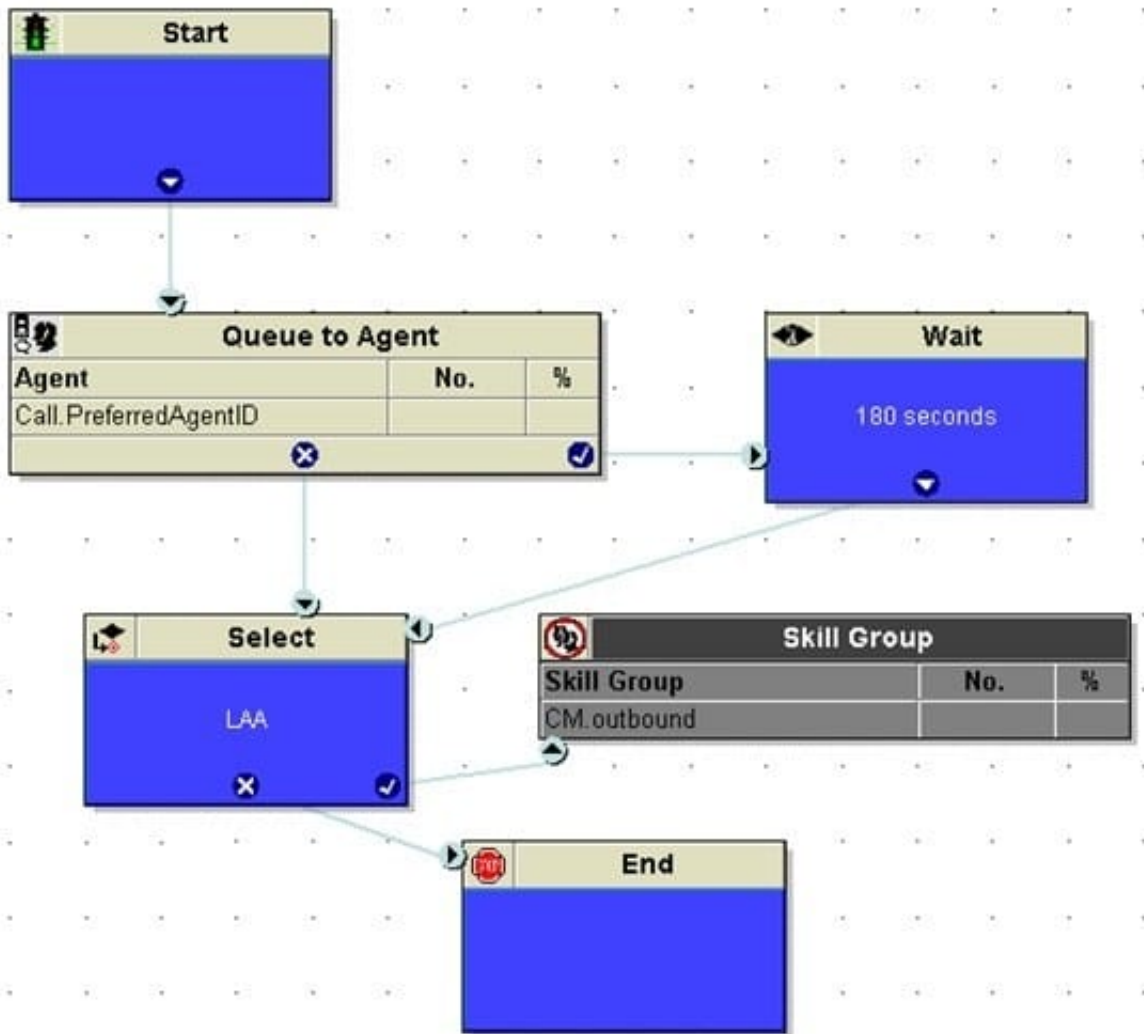
Correct Answer: B

QUESTION 9

Which steps are used to configure a calling search space in the Cisco Unified Communications Manager 6.1?

A. call routing, dial rules, application dial rules

B. call routing, class of control

C. device, device settings

D. device, remote destination

Correct Answer: C

QUESTION 10

Refer to the exhibit.

The Cisco Unified Contact Center Enterprise Outbound Option uses a reservation script to find an available agent for the outbound contact. Which of the following statements is true about this personal agent callback script?

A. If the preferred agent is not available, the outbound contact will hear queue music for 180 seconds while waiting.

B. If the preferred agent is not logged in, the outbound contact will be cancelled.

C. If the preferred agent is not logged in and no agents are available in the CM.outbound skill group, the outbound contact will be cancelled.

D. If the preferred agent became available after 185 seconds, the outbound contact will still be routed to the preferred agent if that agent was part of the CM.outbound skill group, regardless if there were other agents available for longer.

Correct Answer: C

QUESTION 11

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)

A. ICM Organizational Unit

B. ICM facility

C. ICM SQL facility

D. ICM Windows instance

E. ICM instance

F. ICM agent users

Correct Answer: ABE

QUESTION 12

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 13

Which of the following is not recommended to reside on theC.drive partition of any Cisco Unified ICM Server?

A. Microsoft SQL Server log files

B. Core Unified ICM software

C. Microsoft SQL Server

D. Unified ICM Historical Data Server Database

Correct Answer: D

QUESTION 14

Which are three methods to ensure that Cisco Unified Contact Center Enterprise route requests that experience unexpected scripting conditions are counted as default-routed rather than errors in call type reports? (Choose three.)

A. Test your scripts to ensure that all routing logic is correct.

B. Configure default labels for each dialed number using the Configuration Manager.

C. Include a Termination node with Termination type of default label for all scripts in which there is some unexpected input.

D. In all routing scripts, account for failure by creating a path for calls that encounter unexpected conditions.

E. Configure default labels for each skill group using the Configuration Manager.

Correct Answer: BCD

QUESTION 15

In the Cisco Unified Contact Center Enterprise 8.0 Outbound Option, which statement is true?

A. The Outbound Option allows for a SIP and SCCP Dialer to be deployed on the same physical machine.

B. The Outbound Option only supports either SIP or SCCP Dialers in a single Cisco Unified Contact Center Enterprise deployment.

C. The reservation call that is made to hold the agent for the dialer-placed calls is done directly via the CTI desktop and does not generate a call in Cisco Unified Communications Manager.

D. The Outbound Option SIP Dialer only works with Cisco Unified Customer Voice Portal, not with the Cisco Unified IP IVR.

Correct Answer: C

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