500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Which option describes how many reason codes you can assign across all teams using Cisco Finesse?

A. 50 sign-out reason codes and 50 not ready reason codes for a total of 100.

B. A total of 100 sign-out reason codes and not ready reason codes.

C. There is no limit. You can assign as many reason codes as you like.

D. 100 sign-out reason codes and 100 not ready reason codes for a total of 200.

Correct Answer: D

QUESTION 2

Which option describe the steps to configure a non-global Not Ready code for a team using Cisco UCCE solution with Cisco Finesse?

A. Configure team, add Not Ready reason code in Cisco Finesse, and the reason code to that team.

B. Configure team, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), and reason code to team.

C. Configure team, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), and the reason code to that team.

D. Configure team, add Not Ready reason code in UCCE, add reason code to team in Cisco Finesse.

Correct Answer: C

QUESTION 3

Cisco Unified Contact Center Enterprise is deployed with Cisco Finesse and you make changes to CTI Server, Contact Center Enterprise Administration, or cluster settings.

Which service must be restarted for changes to take effect?

A. Cluster Manager

B. System Application Agent

C. Cisco DB

D. Cisco Tomcat

E. Cisco Dirsync

Correct Answer: D

QUESTION 4

Which four items does the Cisco Finesse administrative application allow administrators to configure? (Choose four.)

A. connections to the CTI OS server and the Administration and Data server database

B. cluster settings for VOS replication

C. ready and login reason codes

D. wrap-up reasons and phonebooks

E. workflows and workflow actions

F. call variable and ECC variable layout

G. desktop layout and conference resources

H. upload third-party gadgets

Correct Answer: BDEF

QUESTION 5

The customer is using Cisco Unified Intelligence Center on a virtual machine and reports that the license has become invalid.

Which three options can cause this problem?

A. Cisco Unified Intelligence Center Publisher is not in service.

B. IP address was changed.

C. Time zone was changed.

D. Number of historical reports exceeded the system limits.

E. Hostname was changed.

F. Secondary DNS was changed.

Correct Answer: BCE

QUESTION 6

Which two actions are needed to enable VXML application detail reporting? (Choose two.)

A. Enable reporting for CVP VXML Server as well as VXML Application detail.

B. Deploy CVP reporting server then associate CVP Call Server to the CVP reporting server.

C. Set user.vxml_detail_rpt_Serv to value 1.

D. Set user.vxml_detail_rpt_Serv to value 0.

E. Enable Report Data Exclusive Filtering.

Correct Answer: AB

QUESTION 7

A new gateway was added to the Cisco CVP in a comprehensive deployment and calls are failing with error "403 forbidden".

What is the possible cause?

A. Gateway cache requires a reset.

B. Toll Fraud security is not configured correctly.

C. Gateway authentication has not been configured.

D. Gateway IP has been blacklisted.

Correct Answer: B

QUESTION 8

Refer to the exhibit.

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. BAStatus is not empty.

C. BAAccountNumber is not empty.

D. BAStatus is not equal to 1.

E. BACampaign is not empty.

Correct Answer: B

QUESTION 9

Which two options are prerequisites for the Cisco Finesse Platform installation wizard to succeed? (Choose two.)

A. HTTPS redirect disabled

B. Access to a Network Time Protocol server

C. Access to the Internet

D. Preconfigured domain name server and have set up forward and reverse DNS resolution

E. AWDB database configured and online

F. Cisco Finesse HTTPS redirect enabled

Correct Answer: BD

QUESTION 10

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

A. Cisco Unified ICM call router and logger

B. Cisco Unified ICM call router and administrative workstation

C. Cisco Unified ICM call router and peripheral gateway

D. administrative workstation and HDS-DDS

Correct Answer: C

QUESTION 11

Cisco UCCE is deployed with Cisco Finesse and you make changes to CTI Server or UCCE Administration. Which service must be restarted for changes to take effect?

A. Cluster Manager

B. Cisco Dirsync

C. Cisco Finesse Tomcat

D. System Application Agent

E. Cisco DB

Correct Answer: C

QUESTION 12

In the Cisco UCCE with CVP centralized deployment with single data center, which statement about how to increase the CVP availability is true?
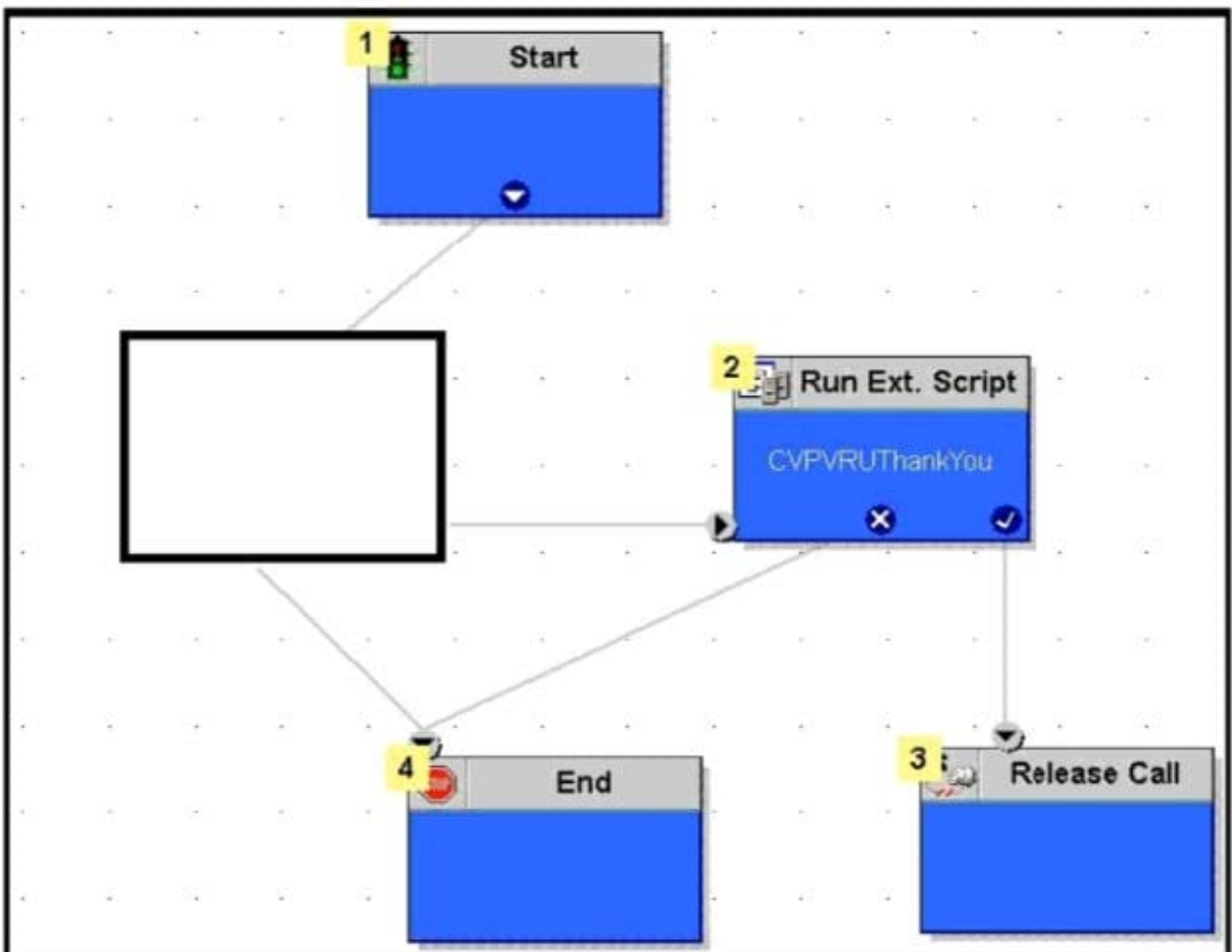
A. Must have SIP Proxy server to pass messages between the gateways and the CVP servers.

B. Deploy CVP with N:N redundancy.

C. Deploy CVP with N+1 redundancy.

D. Deploy CVP standalone to handle downtime.

Correct Answer: C

QUESTION 13

Refer to the exhibit.

In Cisco UCCE Outbound Option when configuring transfer to IVR campaign, which two nodes can be used in the routing script to transfer the call to an external script (CVP VXML application)? (Choose two.)

A. Go to Script node

B. Send to VRU node

C. Queue to Skill Group node

D. Translation Route to VRU node

E. Route Select node

Correct Answer: BD

QUESTION 14

Which option lists what the Security Wizard configures with Cisco UCCE?

A. Windows Firewall and IPsec configuration

B. VPN configuration and IPsec configuration

C. Windows Firewall and SQL hardening

D. IPsec configuration and anti-virus exception

Correct Answer: C

QUESTION 15

In a Cisco Unified Contact Center Enterprise deployment, callers report intermittent voice-quality issues. What might cause this problem?

A. The Cisco voice gateways have too few trunks to accept the inbound calls.

B. The Cisco Finesse is locking up because of a virus.

C. The system has too few DSP transcoding resources to support all the calls across the WAN.

D. Cisco Unified Communications Manager has too few conference bridge resources.

E. A different voice codec is used by the caller and the agent.

Correct Answer: C

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