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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

Cisco 500-450

Version Demo

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QUESTION NO: 1

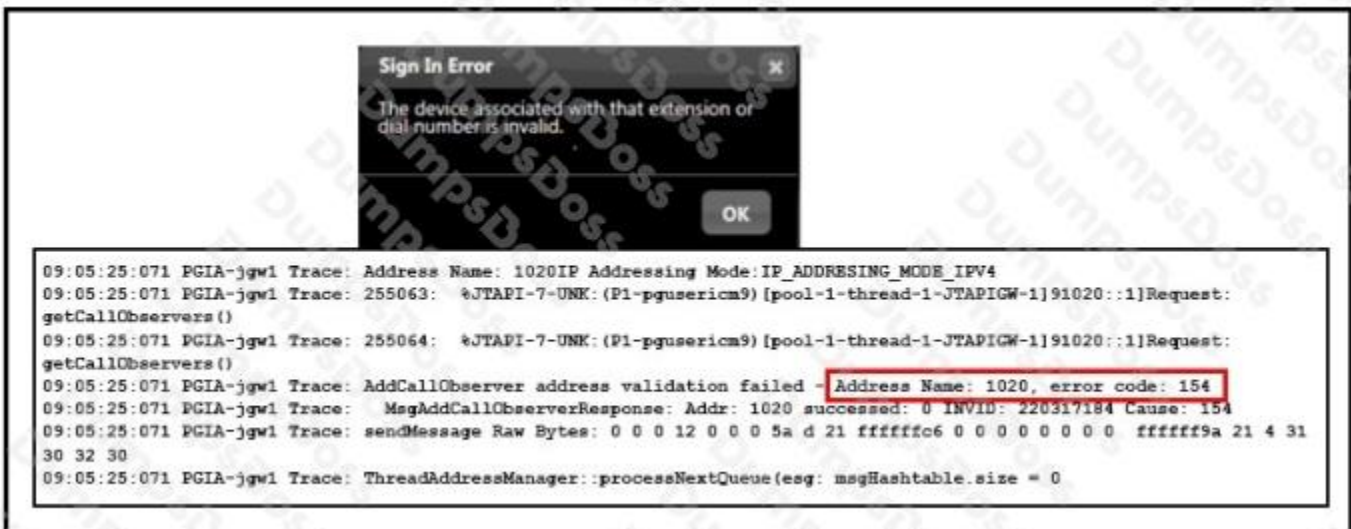
Which variable does the Cisco CVP use to return information about problems encountered while running a script?

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

ANSWER: D

QUESTION NO: 2

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.

ANSWER: A

QUESTION NO: 3

Refer to the exhibit.

The screenshot displays the 'Unified CVP Call Server Configuration' window. At the top, there are buttons for 'Save', 'Save & Deploy', and 'Help'. Below these are tabs for 'General', 'ICM', 'SIP', 'IVR', 'Device Pool', and 'Infrastructure'. The 'ICM' tab is selected. The 'General Configuration' section is visible, containing the following fields:

- VRU Connection Port: * 1 (Value: 5000)
- Maximum Length of DNIS: * (Value: 10)

Below the General Configuration is the 'Translation Routed DNIS Pool' section. It includes radio buttons for 'Add' (selected) and 'Add a range'. There are input fields for the DNIS value and range, and buttons for 'Add DNIS' and 'Delete DNIS'. A 'Configured DNIS' list is shown below these options.

The 'Advanced Configuration' section is expanded, showing the following fields:

- New Call Service ID: * 1 (Value: 1)
- Pre-routed Call Service ID: * 1 (Value: 2)
- New Call Trunk Group ID: * 1 (Value: 100)
- Pre-routed Call Trunk Group ID: * 1 (Value: 200)

This exhibit is the setup of the Cisco Unified Customer Voice Portal Server. Based on this configuration, which two options must be configured in the Cisco Unified Contact Center Enterprise Configuration Manager tool? (Choose two.)

- A. A network trunk group explorer trunk group should be configured on the Cisco Unified CVP PG peripherals with a peripheral number of 5000.
- B. A network trunk group explorer trunk group should be configured on the Cisco Unified CVP PG peripherals with a peripheral number of 100.
- C. A VRU PG peripheral should be configured with a peripheral ID of 5000.
- D. A network VRU should be configured with a label of maximum length 10 digits.
- E. A PG explorer peripheral should be configured with a peripheral ID of 200.

ANSWER: B D

QUESTION NO: 4

Refer to the exhibit.



In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging into the desktop. The error message highlighted has been found in the CTI Jgw1 log file. Which option describes the likely cause of this error?

- A. MAC address of the phone not associated with PG user.
- B. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.
- 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. Phone IPv6 feature is enabled.

ANSWER: D

QUESTION NO: 5

Which two ICM scripting nodes support dynamic setting? (Choose two.)

- A. Percent Allocation
- B. Precision Queue
- C. Skill Group
- D. Peripheral gateway
- E. Call Type

ANSWER: B E

QUESTION NO: 6

Which two statements about installation and deployment of Cisco UCCE VMs on VMware ESXi hosts are true? (Choose two.)

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

ANSWER: A C

QUESTION NO: 7

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

ANSWER: A**QUESTION NO: 8**

Which tool can be used to monitor Cisco Unified Communications Manager statistics?

- A.** Real-Time Monitoring Tool
- B.** Operations Console
- C.** Performance Monitor
- D.** Cisco Unified Contact Center Domain Manager

ANSWER: A**QUESTION NO: 9**

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.

ANSWER: B C E**QUESTION NO: 10**

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.

ANSWER: B C D

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