

600-460

Number: 600-460
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File Version: 4.0

600-460

Implementing and Supporting Cisco Unified Contact Center Enterprise

Version 4.0

Exam C

QUESTION 1

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

Within Cisco Unified ICM, which process handles communication between the router and peripheral gateway components?

- A. dbagent
- B. opcs
- C. ccagent
- D. mds

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Which option about the ICM heartbeat interval and maximum number of missed heartbeats allowed between duplexed sides over the private network is true?

- A. 100 ms, 3 heartbeats
- B. 100 ms, 5 heartbeats

- C. 400 ms, 3 heartbeats
- D. 400 ms, 5 heartbeats
- E. The heartbeat interval and maximum missed heartbeats settings can be customized by a system administrator

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

You are about to perform a Tech Refresh upgrade for a customer. The customer wants more details about how the historical data is maintained. The customer has two sides each with a router, logger, and HDS-DDS. Which is the best explanation?

- A. The loggers exchange historical data to keep themselves up to date and each logger keeps its local HDS-DDS up to date.
- B. The routers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.
- C. The HDS-DDSs continuously synchronized the historical data to keep themselves up to date.
- D. Each side synchronized its data from the logger using SQL replication.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

In the Cisco Unified Contact Center Enterprise solution, if the private network fails but the visible network is still operational, which statement is true?

- A. The system stops routing calls because it cannot function without a private network.
- B. The private network data is rerouted automatically over the visible network.
- C. Both call routers go active and attempt to split the system until the private network is restored.
- D. The system continues to operate but with only one call router in simplex mode.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

Which two things can cause the "Send to VRU" to fail within an ICM script for Cisco Unified Customer Voice Portal? (Choose two.)

- A. No network VRU is configured for the routing client.
- B. VRU PIM just got out of service.
- C. Incorrect media file name.
- D. Send to originator is not enabled.
- E. Primary VRU peripheral gateway is out of service.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Refer to the exhibit.

Unified CVP Call Server Configuration

Save Save & Deploy Help

General **ICM** SIP IVR Device Pool Infrastructure

General Configuration

VRU Connection Port: * 1 5000

Maximum Length of DNIS: * 10

Translation Routed DNIS Pool

☒ Add:

☐ Add a range: to

Add DNIS Delete DNIS

Configured DNIS:

Advanced Configuration

New Call Service ID: * 1 1

Pre-routed Call Service ID: * 1 2

New Call Trunk Group ID: * 1 100

Pre-routed Call Trunk Group ID: * 1 200

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.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

In the Cisco Unified Contact Center Enterprise solution with SIP Dialer, which option lists the correct order to setup the components (assuming the agent peripheral gateway host already exists)?

- A. configure media routing peripheral gateway, dialer; install media routing peripheral gateway, dialer
- B. configure dialer, port map, media routing peripheral gateway; install dialer, media routing peripheral gateway
- C. install dialer, media routing peripheral gateway; configure dialer, port map, media routing peripheral gateway
- D. install media routing peripheral gateway, dialer; configure media routing peripheral gateway, dialer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

The customer is using Cisco Unified Intelligence Center on a virtual machine and reports that the license has become invalid. Which four options can cause this problem? (Choose four.)

- A. Time zone was changed.
- B. Secondary DNS was changed.
- C. Hostname was changed.
- D. Number of historical reports exceeded the system limits.
- E. Cisco Unified Intelligence Center Publisher is not in service.
- F. IP address was changed.
- G. Primary NTP server was changed.
- H. Number of concurrent real-time reports exceeded the system limits.

Correct Answer: ACFG

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

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

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

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

Which option describes the steps to configure a non-global Not Ready code for a Cisco Unified ICM team using Contact Center Enterprise solution with Cisco Finesse?

- A. Add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), add reason code to team.
- B. Add team in ICM, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), add reason code to team in Cisco Finesse.
- C. Add team in ICM, add Not Ready reason code in Cisco Finesse, add reason code to team in Cisco Finesse.
- D. Add team in ICM, add Not Ready reason code in ICM, add reason code to team in Cisco Finesse.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

Which two options are needed in the Cisco Finesse Platform installation wizard? (Choose two.)

- A. preconfigured domain name server and have set up forward and reverse DNS
- B. HTTPS redirect disabled
- C. Cisco Finesse HTTPS redirect enabled
- D. AWDB database configured and online
- E. access to a Network Time Protocol server
- F. access to the Internet

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

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

- A. A total of 100 sign-out reason codes and not ready reason codes.
- B. 50 sign-out reason codes and 50 not ready reason codes for a total of 100.
- C. 100 sign-out reason codes and 100 not ready reason codes for a total of 200.
- D. There is no limit. You can assign as many team-based reason codes as you like.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

What is the maximum number of agents that can be configured within Cisco Packaged Contact Center Enterprise up to release 10.5?

- A. 500
- B. 1000
- C. 2000
- D. 6000

E. 76,000

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

Which dial number patterns are needed on a Cisco Packaged Contact Center Enterprise deployment when configuring Cisco Unified CVP?

- A. agent device, network VRU, ringtone, error
- B. ICM dialed number, network VRU, ring back, error
- C. agent device, CUCM VRU, ringtone, survivability
- D. ICM dialed number plan, network VRU, ringtone, error
- E. agent device, network VRU, ringtone, survivability

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Using queuing at the edge with SigDigits, which option describes what "param sigdigits 3" on the bootstrap service accomplishes?

- A. Prefix three digits to the dialed number at the end.
- B. Suffix three digits to dialed number.
- C. Truncate three digits from dialed number.
- D. Consider only the first three digits from the dial number.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

Which statement about when you deploy Cisco Unified CCE on Cisco UCS C-Series Tested Reference Configuration Servers is true?

- A. You check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.
- B. You do not need to check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.
- C. You can add more disks to the Cisco UCS C-Series TRCs to meet IOPS requirements.
- D. You cannot add more disks, but you can connect the Cisco UCS C-Series TRC to the SAN in the network to meet IOPS requirements.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

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

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

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which list of scripting objects is valid in a Consider If formula for Precision Queue?

- A. Call, Attribute, SkillGroup, Call Type
- B. Call, PQ, SkillGroup, Call Type
- C. Call Type, PQ, Attribute, Call
- D. Call, Call Type, Proficiency, SkillGroup

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

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

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

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

You have deployed a VXML application named MyVXMLApp. Which variable name must be passed using one of the user.microapp.ToExtVXML ECC variables?

- A. appname=MyVXMLApp
- B. app=MyVXMLApp
- C. vxmlapp=MyVXMLApp
- D. application=MyVXMLApp

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Which option best describes the issue with a call failing in Cisco Unified ICM at the Send to VRU node in a comprehensive Cisco Unified Customer Voice Portal deployment?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

Which option is needed to configure "user.microapp.media_server="http://mediaserver" value on Cisco Unified Contact Center Enterprise scripts?

- A. Cisco Unified Customer Voice Portal to route calls to "mediaserver"
- B. mapping an IP address to hostname on Cisco Unified Contact Center Enterprise
- C. mapping an IP address to hostname on VXML gateway
- D. no default "mediaserver" in Cisco Unified CVP configuration

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

Refer to the exhibit.



The Cisco Unified Customer Voice Portal post call survey is enabled on OAMP. Which option describes what the survey dialed number pattern represents?

- A. dial peer configured for survey DN
- B. dialed number configured for UCCE scripts
- C. route pattern configured for survey DN
- D. dial peer configured for survey DN and dialed number configured for Cisco Unified Contact Center Enterprise scripts
- E. dial peer and route pattern configured for survey DN and dialed number configured for Cisco Unified Contact Center Enterprise scripts

Correct Answer: B

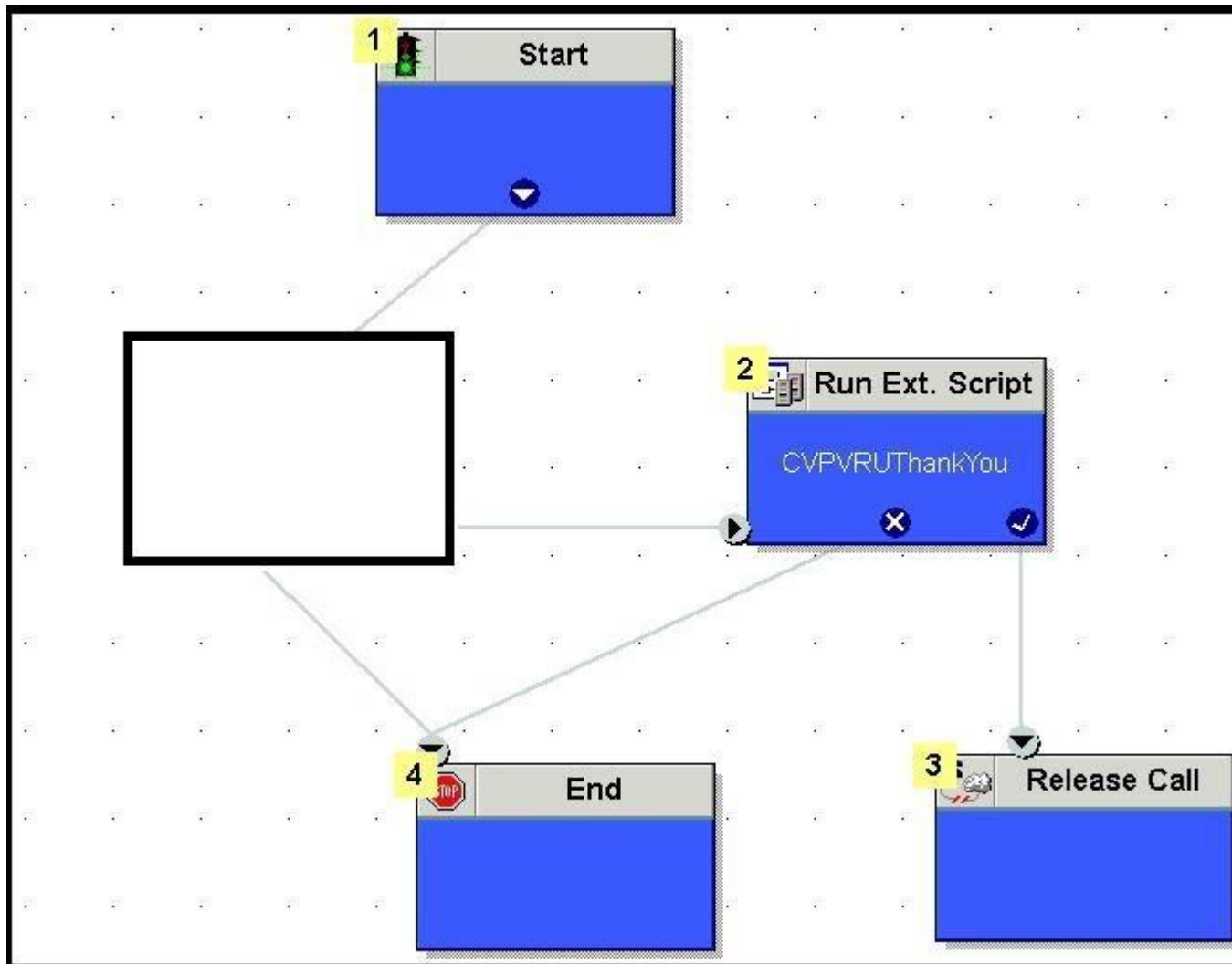
Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Refer to the exhibit.



In Cisco Unified Contact Center Enterprise 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. Send to VRU node
- B. Queue to Skill Group node
- C. Translation Route to VRU node
- D. Go to Script node
- E. Route Select node

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Which three methods 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.
- F. In all routing scripts, account for failure by triggering one of the congestion control features to handle the call.

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

In the Cisco Unified Contact Center Enterprise solution, what is affected when utilizing significant digits?

- A. which VXML gateway the call is placed in
- B. determines how many digits of the dialed number are significant

- C. external phone number CallerID
- D. agent ACD extension length

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

Which statement about administrative scripts in the Cisco Unified Contact Center Enterprise solution is true?

- A. Administrative scripts can run more than one time per second.
- B. Administrative scripts must be associated with a call type.
- C. Administrative scripts can use a DB Lookup node.
- D. Administrative scripts can use an ICM Gateway node.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Which two microapps can capture DTMF from the caller in the Cisco Unified Customer Voice Portal environment? (Choose two.)

- A. Play Media & Get Speech
- B. Get Speech & Menu
- C. Menu & Play Media
- D. Menu & Get Digits

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Which Cisco Unified ICM Admin Workstation tool provides a live stream of errors as they are reported by the router?

- A. Diagnostic Framework Portico
- B. Script Editor
- C. RTTest
- D. Router Log Viewer

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

Which option lists what the Security Wizard configures with Cisco Unified Contact Center Enterprise?

- A. Windows Firewall, network isolation, and SQL hardening
- B. Windows Firewall, IPsec configuration, and gateway security
- C. network isolation, IPsec configuration, and Windows configuration
- D. VPN configuration, IPsec configuration, and NAT configuration

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

Which tool is available to expand the size of Cisco Unified ICM databases?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

Which command is used to examine detailed events processed by the call router with Cisco Unified Contact Center Enterprise?

- A. dumplog router <options..>
- B. viewlogs rtr <options..>
- C. dumplog rtr <options..>
- D. showlogs rtr <options..>

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

Which batch script can be used to view VXML application states and port count for a Cisco Unified CVP VXML server?

- A. getVersions.bat
- B. status.bat

- C. updateApp.bat
- D. displayApp.bat

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

The current operating status for multiple devices is displayed in the Cisco Unified Customer Voice Portal OAMP Control Center tab within the Operations Console web page. Which three devices show an operating status? (Choose three.)

- A. Cisco Unified Communications Manager
- B. Cisco Unified CVP reporting server
- C. SIP proxy server
- D. Cisco Unified CVP call server
- E. Cisco Unified Contact Center Enterprise server
- F. VXML gateway
- G. Cisco Unified CVP VXML server

Correct Answer: BDG

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

Which Cisco Finesse CLI command provides the license MAC address?

- A. show network status
- B. show net status
- C. show status
- D. show network detail
- E. show net detail

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

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 & 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

Which CLI command is run on Cisco Unified Intelligence Center to check database replication?

- A. utils dbreplication status
- B. show dbreplication status
- C. utils replication status
- D. show replication status

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

Which option describes what a value "0" for Maximum Callbacks Per Calling Number represents for Courtesy Callback?

- A. No Courtesy Callbacks are allowed.
- B. Callbacks have been temporarily suspended for dialed number.
- C. Any number of callbacks are allowed.
- D. Courtesy Callbacks start when "0" calls are in the queue.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

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

- A. Deploy CVP reporting server then associate CVP Call Server to the CVP reporting server.
- B. Set user.vxml_detail_rpt.rpt_Serv to value 1.
- C. Set user.vxml_detail_rpt.rpt_Serv to value 0.
- D. Enable Report Data Exclusive Filtering.
- E. Enable reporting for CVP VXML Server as well as VXML Application detail.

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

A new gateway was added to the Cisco Unified Customer Voice Portal in a comprehensive deployment and calls are failing with error "403 forbidden". What is the possible cause?

- A. Toll Fraud security is not configured correctly.
- B. Gateway cache requires a reset.
- C. Gateway IP has been blacklisted.
- D. IP address trust has not been configured.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

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? (Choose two.)

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

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

Refer to the exhibit.

```
09:45:09:220 PG1A-pim1 Trace: dtRequeryResultInd: CVP concludes whisper announcement  
prompt. netTargID=100000, RTRCallKey=150746.102, ASTID=5004 CallID=16781247, result: 11  
09:45:09:220 PG1A-pim1 Trace: SendPendingEvents: Established. Ext=1012AgentID=40002  
State=8  
09:45:09:220 PG1A-pim1 Trace: CSTA ESTABLISHED, TelephonyDriver::Established: SENT TO OPC  
CallID = 16781247 DeviceID = 1012 DeviceType = Static  
Answering = 1012  
Calling = 1011  
Called = 1012  
Redirection =  
LocalState = CONNECT  
Cause = EC_NONE
```

While a Whisper Announcement call is being troubleshooted, the Cisco Unified Contact Center Enterprise Peripheral Gateway PIM log is captured. Which option describes what the log file indicates?

- A. The agent PIM gets notification that the Whisper Announcement is done and sends the established event to the agent.
- B. The agent PIM gets notification that the Whisper Announcement is done and sends the established event to the caller.
- C. The VRU PIM gets notification that the Whisper Announcement is done and sends the established event to OPC.
- D. The VRU PIM gets notification that the Whisper Announcement is done and sends the established event to the agent.
- E. The MR PIM gets notification that the Whisper Announcement is done and sends the established event to the OPC.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Which three statements about Multi Line Agent mode in a Cisco Unified Contact Center Enterprise deployment are true? (Choose three.)

- A. It monitors and reports calls on all lines on the phone.
- B. Allows Unified CCE to support Join Across Line and Direct Transfer Across Line features on the phone.
- C. It monitors and reports of calls on only one line on the phone.
- D. It requires a busy trigger of 2 (call waiting), although calls cannot be forwarded to other extensions on the phone when busy.
- E. It requires a maximum of two call appearances.
- F. Shared lines are supported on ACD lines but not on non-ACD lines.

G. Call Park is supported on ACD and non-ACD lines.

Correct Answer: ABE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

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 Jgw1log 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. In the peripheral gateway, Agent Phone Line Control not set to "All Lines".
- D. Phone Join Across Lines feature is enabled.
- E. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

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
BASStatus	Is not empty		X
BAAccountNumber	Is not empty		X
BASStatus	Is not equal to	1	X
BACampaign	Is not empty		X

Add Condition

Ordered List of Actions
Add

Name	Type
Browserpopflow	BROWSER_POP

In Cisco Finesse 10.0(x), 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. BASStatus is not empty.
- C. BAAccountNumber is not empty.
- D. BASStatus is not equal to 1.

E. BACampaign is not empty.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

In Cisco Unified Contact Center Enterprise 10.0 Outbound Option, the Routing and Administrative scripts are needed for the solution to work properly. Which two statements describe the functionality of the Administrative script? (Choose two.)

- A. enables and disables skill groups for an outbound campaign
- B. reserves agents for specific outbound campaign
- C. controls a percentage of agents to be used in a campaign skill group
- D. transfers a call to IVR as a part of IVR campaign
- E. transfers a call to IVR or Non-IVR for Answering Machine or abandon calls

Correct Answer: AC

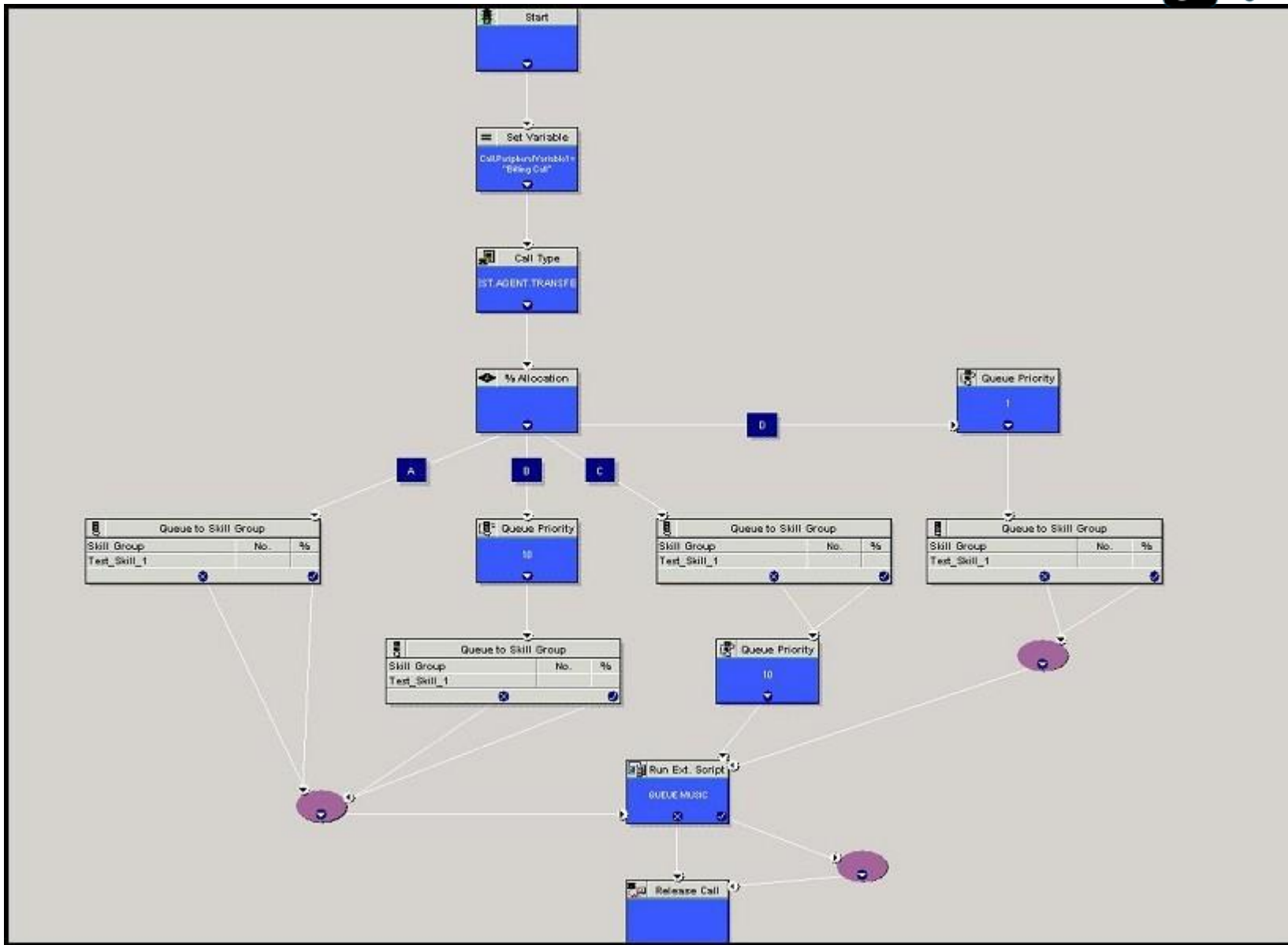
Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

Refer to the exhibit.



Four calls enter the script in the exhibit but are queued due to no agents being available. Assume that the calls are equally distributed across the A, B, C, and D path in that order using the % Allocation Node and that the Queue to Skill Group Node priority is left at its default setting.

Which call is answered first?

- A. The call that traversed through the A path.
- B. The call that traversed through the B path.
- C. The call that traversed through the C path.
- D. The call that traversed through the D path.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

Which variable does the Cisco Unified Customer Voice Portal use to return information about problems encountered while running a script?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

Which three statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose three.)

- A. The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.
- B. The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.
- C. The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.
- D. As an option, set the dial plan with 9191*.
- E. As an option, set the dial plan with 9292*.
- F. The Whisper Announcement dialed number is always an extension of the Ringtone dialed number with an extra two zeros at the end.

Correct Answer: BDF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

When using the Play Media micro-application, which parameter automatically generates the media file name for an agent greeting?

- A. -g
- B. -a
- C. -aa
- D. -ag

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference: