

500-450.VCEplus.premium.exam.95q

Number: 500-450
Passing Score: 800
Time Limit: 120 min
File Version: 1.0



Website: <https://vceplus.com> - <https://vceplus.co>
VCE to PDF Converter: <https://vceplus.com/vce-to-pdf/>
Facebook: <https://www.facebook.com/VCE.For.All.VN/>
Twitter : https://twitter.com/VCE_Plus

500-450

Implementing and Supporting Cisco Unified Contact Center Enterprise



Version 1.0

Exam A

QUESTION 1

In the Cisco Unified Contact Center Enterprise with Cisco Unified CVP, which two statements about how to increase the Cisco Unified CVP availability are true? (Choose two.)

- A. Must have SIP Proxy server to pass messages between the gateways and the Cisco Unified CVP servers.
- B. Must have voice gateway TCL scripts to handle conditions where the gateways cannot contact the Cisco Unified CVP Call Server to direct the call correctly.
- C. Add load balancers to load balance .wav file requests across multiple Cisco Unified CVP Media Servers.
- D. Dedicate duplexed VRU peripheral gateways for each Cisco Unified CVP call server.
- E. For a single data center with centralized deployment, deploy Cisco Unified CVP with N:N redundancy.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

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 TomcatE. Cisco Dirsync

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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 4

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 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

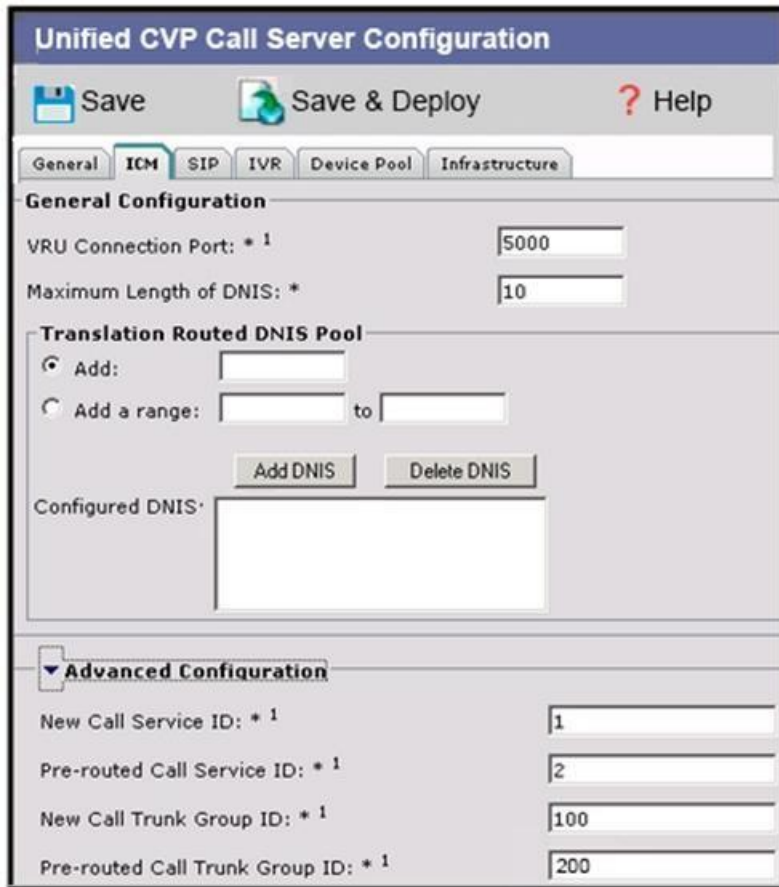
Section: (none)

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 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 10

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 11 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 12 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 13 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 14 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 15 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 User Group policy
- D. ICM Security policy
- E. ICM instance
- F. ICM agent users



Correct Answer: ABE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16 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 17

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 18 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 19 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 20

Refer to the exhibit.



Enable Post Call Survey for Incoming Calls: ☒

Survey Dialed Number Pattern: *

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 21 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 22 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 23 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 24



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 25 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 26 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

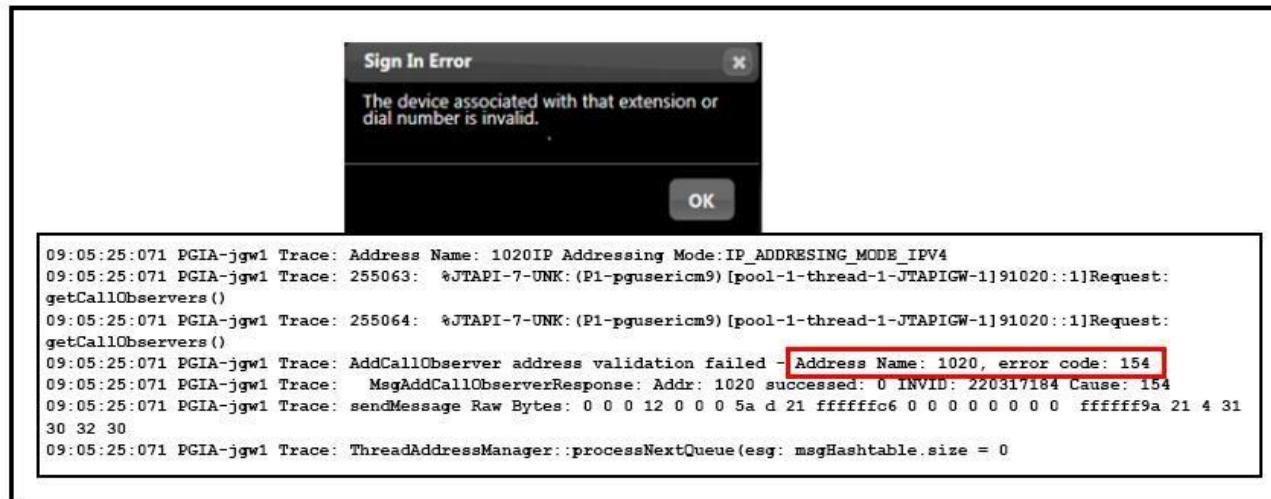
Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

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

Section: (none)

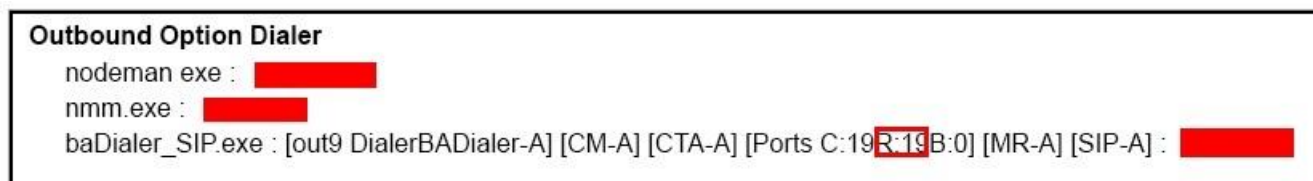
Explanation

Explanation/Reference:



QUESTION 28

Refer to the exhibit.



In a Cisco Unified Contact Center Enterprise 10.0 Outbound Option with SIP dialer, you check the status of the Dialer process from Diagnostic Framework Portico. What does the circled message "R" represent?

- A. customer instance name
- B. telephony port status
- C. configured ports
- D. ready ports
- E. reserved ports

Correct Answer: D

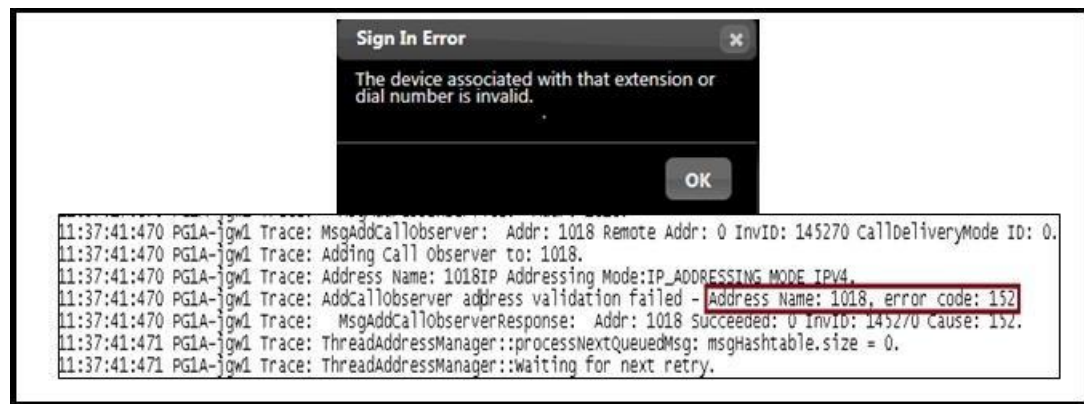
Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30 Which option lists the settings in the registry to enable IPsec logging with Cisco Unified ICM?

- A. Add Key = IPsec; DWORD Value = Enable_Logging; DWORD Value = 0
- B. Add Key = Oakley; DWORD Value = EnableLogging; DWORD Value = 1
- C. Add Key = Security; DWORD Value = Enable-Logging; DWORD Value = 1
- D. Add Key = Oak; DWORD Value = EnableLog; DWORD Value = 1

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

With Cisco Finesse, which two options list the two commands to stop and start the Tomcat service? (Choose two.)

- A. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Tomcat
- B. To start the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
- C. To stop the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
- D. To start the Cisco Tomcat service, enter this CLI command: utils start Cisco Tomcat
- E. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Cisco Tomcat
- F. To start the Cisco Tomcat service, enter this CLI command: utils service start Cisco Tomcat

Correct Answer: EF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

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 33

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

Add Condition

Ordered List of Actions

Name	Type
Browserpopflow	BROWSER_POP

Q Add

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

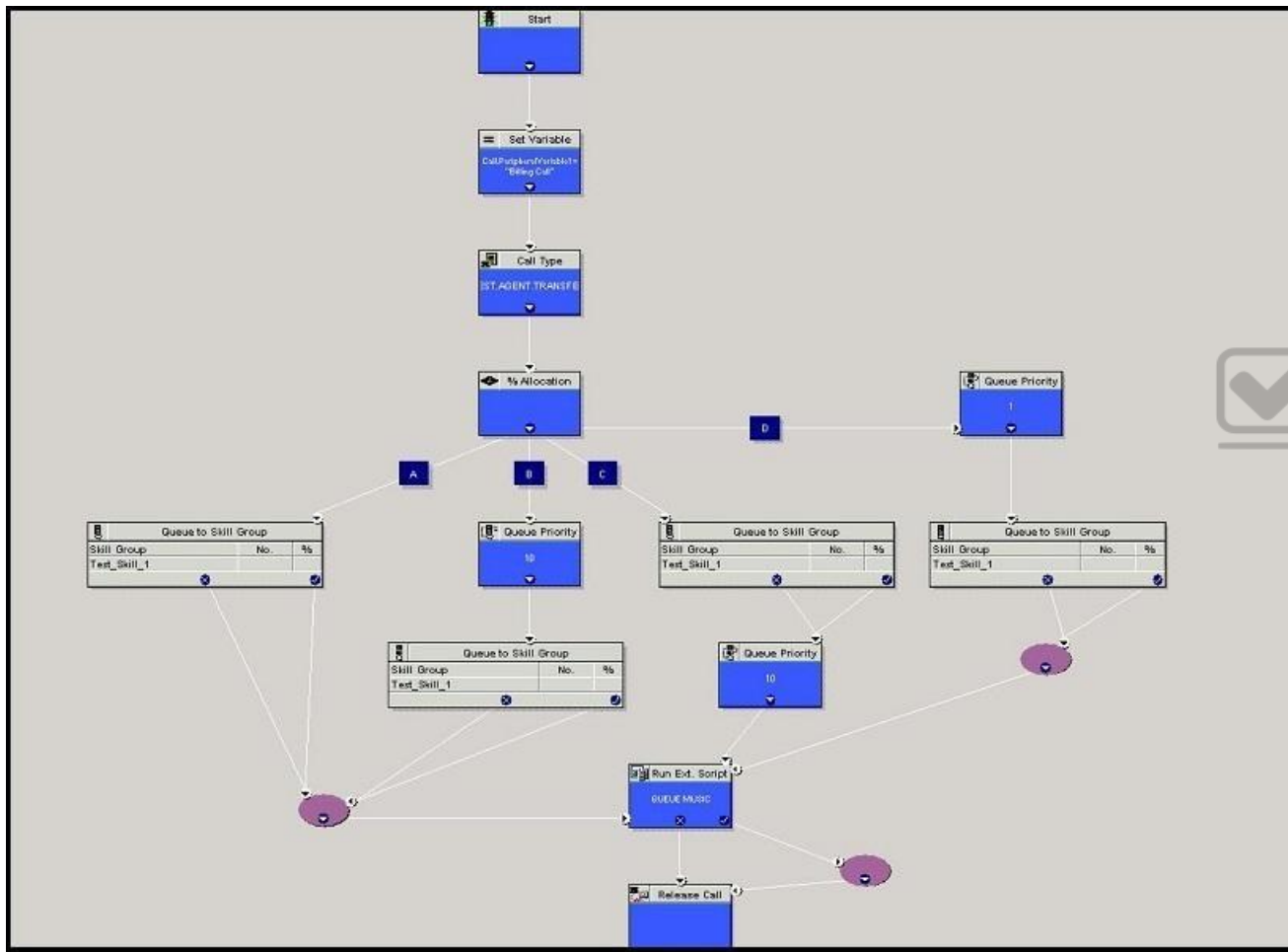
Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

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 35

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 36 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:

QUESTION 37 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39 Which option is needed is needed to “user.microapp.media_server=http://mediaserver value on ICM scripts prior to release of 10.x?

- A. Mapping an IP address to hostname on Cisco UCCE
- B. CVP to route calls to “mediaserver”
- C. No default “mediaserver” in CVP configuration
- D. Mapping an IP address to hostname on VXML gateway

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 40 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

In the Cisco UCCE 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, dialer. Install media routing peripheral gateway dialer, dialer.
- B. Configure dialer, port map, media routing peripheral gateway. Install dialer, media routing peripheral gateway.
- C. Install media routing peripheral gateway, dialer. Configure media routing peripheral gateway, dialer.
- D. Install dialer, media routing peripheral gateway. Configure dialer, port map, media routing peripheral gateway.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

With Courtesy Callback, what does it mean to have a value “0” in Maximum Callbacks Per Calling Number?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: http://128.107.245.145/media/media/LABCCT-2012_UCCE_-_Hands-on-CVVB-And-CVP_features_2.pdf page 52

QUESTION 44

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 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. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.
- C. MAC address of the phone not associated with PG user.
- D. Phone Join Across Lines feature is enabled.
- E. Phone IPv6 feature is enabled.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

Refer to the exhibit.

```
09:45:09:220 PG1A-pim1 Trace: dtRequeryResultInd: CVP concludes whisper announcement
prompt. netTargetID=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 UCCE 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 MR PIM gets notification that the Whisper Announcement is done and sends the established event to the OPC.
- C. The VRU PIM gets notification that the Whisper Announcement is done and sends the established event to the OPC.
- D. The agent PIM gets notification that the Whisper Announcement is done and sends the established event to the caller.
- E. The VRU PIM gets notification that the Whisper Announcement is done and sends the established event to the agent.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46 Which three statements about Multi Line Agent mode in Cisco UCCE with Finesse 10.5 and beyond are true?
(Choose three.)

- A. Allows UCCE to support Join Across Line and Direct Transfer Across Line features on the phone.
- B. It monitors and reports calls on all lines 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. Shared lines are supported on ACD lines but not on non-ACD lines.
- F. It requires a maximum of two call appearances.

Correct Answer: ABF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47 Which three items does the Cisco Finesse administrative application allow administrators to configure?
(Choose three.)

- A. upload third-party gadgets
- B. wrap-up reasons and phonebooks
- C. call variable and ECC variable layout
- D. ready and login reason codes
- E. workflows and workflow actions
- F. connections to third-party gadget server and the Administration & Data server database

Correct Answer: BCE

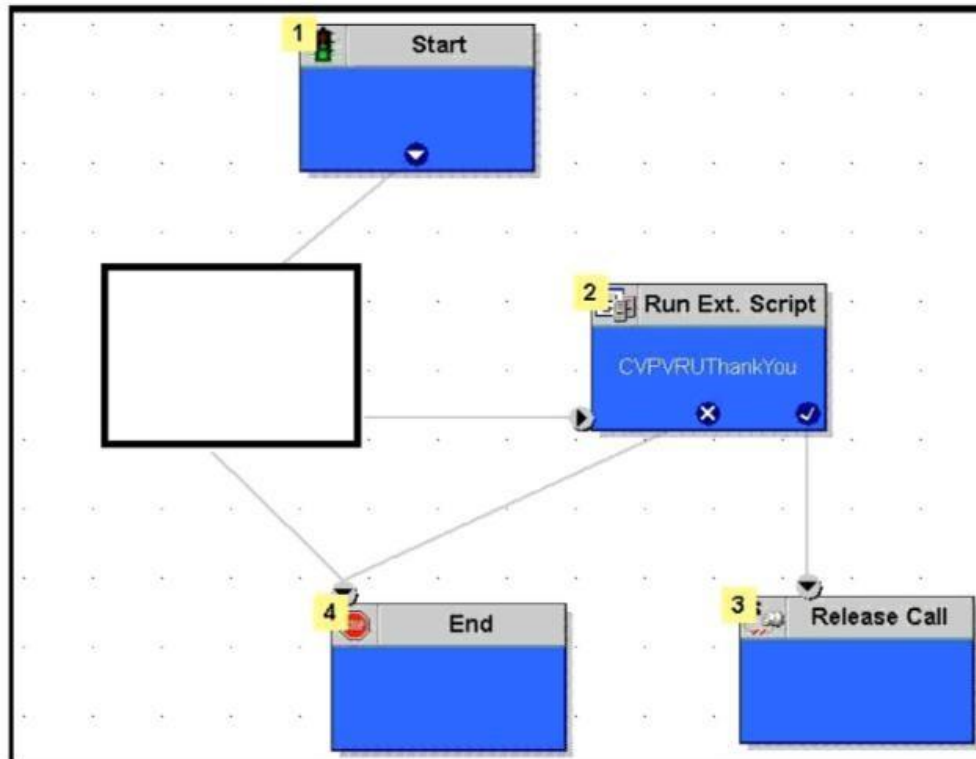
Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

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

- A. 76,000
- B. 500
- C. 1000D. 2000
- E. 6000

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

Which Cisco Finesse CLI command provides the license MAC address?

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

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52 What must be enabled when configuring voice gateways to support SIP dialers?

- A. 200rel
- B. signaling forward unconditional
- C. signaling forward 100
- D. 100rel

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 53 Which batch script can be used to view VXML application states and port count for a Cisco CVP VXML server?

- A. getVersions.bat
- B. displayApp.bat
- C. updateApp.bat
- D. status.bat

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54 In Cisco UCCE 10.0(x) 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. transfers a call to IVR as a part of IVR campaign
- B. transfers a call to IVR or Non-IVR for Answering machine or abandon calls
- C. controls a percentage of agents to be used in a campaign skill group
- D. reserves agents for specific outbound campaign
- E. enables and disables skill group for an outbound campaign

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:



QUESTION 55 Which statements about administrative scripts in the Cisco UCCE solution is true?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56 Which Cisco UCCE Admin tool provides a live stream of errors as they are reported by the router?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58 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=PhantomD.
- D. Configure SIP profile to Reroute Incoming Request using Contact-Info header with purpose=x-cisco-origIP
- E. Create a UCM SIP Profile with Reroute Incoming request based on Contact Header.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:



QUESTION 59 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60 Which three devices show an operating status within Cisco CVP OAMP control center? (Choose three.)

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

G.Cisco Unified CVP call server

Correct Answer: BCG

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62 When performing an update to Cisco UCCE solution, which components do not need to be upgraded together during the same maintenance window?

- A. Call router and peripheral gateway
- B. Administrative workstation and HDS-DDSC. Call router and logger
- D. Call router and administrative workstation

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63 Which two options affect the Ring No Answer behavior of the agent with the Cisco UCCE Solution and Cisco CVP?
(Choose two.)

- A. CVP transfer timeout timer setting
- B. Agent Desktop Ring No Answer time setting
- C. Target Require
- D. Cisco Unified Communications manager unattended port setting
- E. Consider-IF in a precision queue step

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64 Which two situations can cause the “Send to VRU” to fail within an ICM script for Cisco CVP? (Choose two.)

- A. VRU PIM just got out of service.
- B. No network VRU is configured for the routing client.



- C. Send to originator is not enabled.
- D. Incorrect media file name.
- E. Primary VRU peripheral gateway is out of service.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65 Which tool can be used to monitor transcoders in a CVP mixed codec environment?

- A. Performance Monitor
- B. Operations Console
- C. Real-Time Monitoring Tool
- D. VXML gateway statistics tool

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66 With Cisco Finesse 11.0, which two commands will stop and start the Tomcat service? (Choose two.)

- A. To start the Cisco Tomcat service, enter this CLI command: utils start Cisco Tomcat
- B. To start the Cisco Tomcat service, enter this CLI command: utils service Tomcat
- C. To start the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
- D. To start the Cisco Tomcat service, enter this CLI command: utils service stop Cisco Finesse Tomcat
- E. To start the Cisco Tomcat service, enter this CLI command: utils service stop Tomcat
- F. To start the Cisco Tomcat service, enter this CLI command: utils service start Cisco Finesse Tomcat



Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67 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.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

Which CVP dial number patterns are needed on a Cisco Packaged Contact Center Enterprise deployment prior to release 11.x?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

On a VXML gateway with Cisco CVP, which Cisco IOS application service specifies the number of significant digits that are expected to be prepended to the dialed number?

- A. bootstrap.tcl
- B. ringtone.tcl
- C. Bootstrap.vxml
- D. handoff.tcl

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73 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

Section: (none)

Explanation

Explanation/Reference:



QUESTION 74 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 one 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75

Which two methods ensure that Cisco UCCE route requests that experience unexpected scripting conditions are counted as default –routed rather than errors in call type reports? (Choose two.)

- A. Include a Termination node with Termination type of default label for all scripts in which there is some unexpected input.
- B. Use script end node instead of release call.
- C. Configure default labels for each skill group.
- D. In all routing scripts, account for failure by triggering one of the congestion control features to handle the call.
- E. Configure default labels for each dialed number.

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 76

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78 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 mediafetchDelayC. Set FetchAudioMinimum timeout.
- D. Set mediafetchDelay timeout.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79 What is the semantic meaning of the RouterCallKeyDay variable?

- A. It represents a number that uniquely identifies the call during the day it was taken. For example: at midnight it would reset to zero.

- B. It represents a string that corresponds to the day that the call was taken. For example: at midnight it could advance from “Monday” to “Tuesday”.
- C. It represents a number that corresponds to the day that the call was taken. For example: at midnight it could increment from 151191 to 151192.
- D. It represents a sequence number used for ordering rows for the same call.
- E. It represents a string that corresponds to a Globally Unique Call Identifier.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 80

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81 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

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 82 Within Cisco UCCE, which process handles communication between the router and peripheral gateway components?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 83

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 84 In the Cisco UCCE solution, which process is responsible for peer-to-peer synchronization?

- A. router
- B. opc
- C. ccagent
- D. mds

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 85

Which statement about when you deploy Cisco UCCE on Cisco UCS C-Series Tested Reference Configuration (TRC) Servers assuming the UCCE VM coresidency rules are met?

- A. You must check/calculate if you have enough IOPS as specified on UCCE docwiki VMs storage requirements.
- B. You do not need to check/calculate if you have enough IOPS as specified on UCCE docwiki VMs storage requirements since TRC is pre-tested with known VM storage requirements.
- C. You can add SAN external storage in addition to local disks on the UCS C-Series TRCs to meet UCCE VMs IOPS requirements.
- D. You can enable Thin Provisioned vDisks to have more disk space on order to meet UCCE VMs IOPS requirements.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 86

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

- A. 100 ms, 3 heartbeats
- B. 400 ms, 3 heartbeats
- C. 400 ms, 5 heartbeats
- D. 100 ms, 5 heartbeats

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 87

Which two statements about Cisco CVP Whisper Announcements are true? (Choose two.)

- 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. As an option, set the dial plan with 9191*.
- C. The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.
- D. The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.
- E. As an option, set the dial plan with 9292*.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88 Which command is used to examine detailed events processes by the router with Cisco UCCE?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 89 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 routers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.
- B. The loggers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.
- C. Each side synchronized its data from the logger using SQL replication.
- D. The HDS-DDSs continuously synchronized the historical data to keep themselves up to date.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90

With Cisco UCCE and CVP, calls that are routed to nailed-up mobile agents keep failing, which two options could be the cause? (Choose two.)

- A. Incorrect Mobile Agent codec configured in the PG setup.
- B. Unified CM remote CTI Ports (RCP) has the outbound trunk in its calling search space.
- C. Unified CM SIP trunk has RFC2833 DTMF signaling method.
- D. The mobile agents are using Finesse 9.1(1) as desktop.
- E. No MTP resources configured to handle DTMF method mismatch.

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 91 Which microapps can capture DTMF from the caller in the CVP environment?

- A. Menu and Get Digits
- B. Menu, play Media, and get Digits
- C. Play Media, Get Speech, and Get Digits
- D. Get Speech, Menu, and get Digits

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 93 Which three options dictate that MicroApps are not sufficient and require Call Studio for a Call Flow scripting? (Choose three.)

- A. agent greeting
- B. Courtesy Callback
- C. Video prompt
- D. recording a.wav file
- E. agent whisper
- F. IVR Outbound option

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 94 In the Cisco UCCE solution with CVP, what is determined with signification digits?

- A. VXML gateway the call is placed in
- B. agent ACD extension length

- C. external phone number CallerID
- D. how many digits of the dialed number are significant

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95 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

Section: (none)

Explanation

Explanation/Reference: