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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which type of machine will run an automated deferred sync job?

A. Principal AW machine

B. AW client machine

C. Secondary AW machine

D. AW/HDS machine

Correct Answer: D

An AW/HDS machine is a hybrid of an AW client machine and a Secondary AW machine, and it is used to run automated deferred sync jobs. These jobs are typically used to transfer data between two or more AW machines, and the AW/HDS

machine acts as the intermediary, making sure that all of the data is kept up-to-date and in sync.

References:

[1] https://www.oracle.com/webfolder/technetwork/tutorials/obe/fmw/oim/11gR2-PS3/OIM_11gR2_PS3_Installation/OIM_11gR2_PS3_Installation_Step2.html

[2] https://doc s.oracle.com/cd/E24628_01/doc.121/e28814/config_hds_aw.htm

[3] https://docs.oracle.co m/en/middleware/lifecycle/12.2.1.4/core/one-time-processes-deferred-synchronization-jobs.html

QUESTION 2

What will the caller hear if Cisco Unified ICM sends back a label of 91919191?

A. MoH

B. Ringing

C. an error message

D. Audio

Correct Answer: C

In Cisco\\'s Intelligent Contact Management (ICM) solution, a label is a string of characters or digits that is used to route calls to specific destinations or play specific prompts to the caller. When ICM sends back a label of 91919191, it is an invalid or non-existent label and the caller will hear an error message. This error message could be a pre-recorded message or a system generated message such as "The dialed number is not in service" or "Invalid extension, please try again". It\\'s important to note that MoH (Music on Hold) is a feature that plays music or pre-recorded announcements to callers while they are on hold, Ringing is the sound that a caller hears when the call is being connected and Audio is a general term that refers to the sound or voice that is played to the caller.

QUESTION 3

What are the Active and Configured agent counts for the 2K deployment model?

A. 2K/4K

B. 2K / 8K

C. 2K/10K

D. 2K/12K

Correct Answer: A

For the 2K deployment model, the Active and Configured agent counts are 2K/4K. This means that there are 2,000 Active agents and 4,000 Configured agents. The Active agents are those agents who are currently logged in and working on the system, while the Configured agents are those agents who have been set up on the system but are currently not logged in. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/unified_cca/10_5 _1/ccuf_b_unified-cca-105-deployment/ccuf_b_unified-cca-105-deployment_chapter_01001.html

QUESTION 4

What are two specifications for UC on UCS Tested Reference Configuration (TRC)? (Choose two.)

A. defined as Configuration Based

B. VMware vSphere is optional

C. VMware vCenter is required

D. defined as Rule Based

E. VMware vSphere is required

Correct Answer: AD

The UCS Tested Reference Configuration (TRC) is a validated server configuration for running Unified Computing System (UCS) in a data center environment. It is defined as either Configuration Based or Rule Based, depending on the specific use case. Configuration Based defines the server configuration based on specific performance characteristics, while Rule Based defines the server configuration based on specific usage. VMware vCenter is required for either Configuration Based or Rule Based, while VMware vSphere is optional.

QUESTION 5

Which account does PCCE wizard use for logins to access the appropriate server and enable interfaces, databases, and protocols?

A. Setup login

B. Windows login

C. Local administrator login

D. Service Account login

Correct Answer: D

The PCCE wizard uses a Service Account login to access the appropriate server and enable interfaces, databases, and protocols. This Service Account is a Windows account that has specific privileges, such as the ability to access the server and configure the various components of PCCE. The other options, Setup login, Windows login, and Local administrator login, are incorrect.

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