



# 500-450<sup>Q&As</sup>

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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**QUESTION 1**

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

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**QUESTION 2**

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

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**QUESTION 3**

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

#### QUESTION 4

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
BAS:status	Is not empty		X
BAAccountNumber	Is not empty		X
BAS:status	Is not equal to	1	X
BACampaign	Is not empty		X

Add Condition

**Ordered List of Actions**

Name	Type	
Browserpopflow	BROWSER_POP	X

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. BAS:status is not empty.
- C. BAAccountNumber is not empty.
- D. BAS:status is not equal to 1.
- E. BACampaign is not empty.

Correct Answer: B



### QUESTION 5

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

A. showlogs rtr