500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

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

QUESTION 4

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 5

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

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