



500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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**QUESTION 1**

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

QUESTION 2

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

QUESTION 3

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

QUESTION 4

Refer to the exhibit.

Enable Post Call Survey for Incoming Calls:

Survey Dialed Number Pattern: *

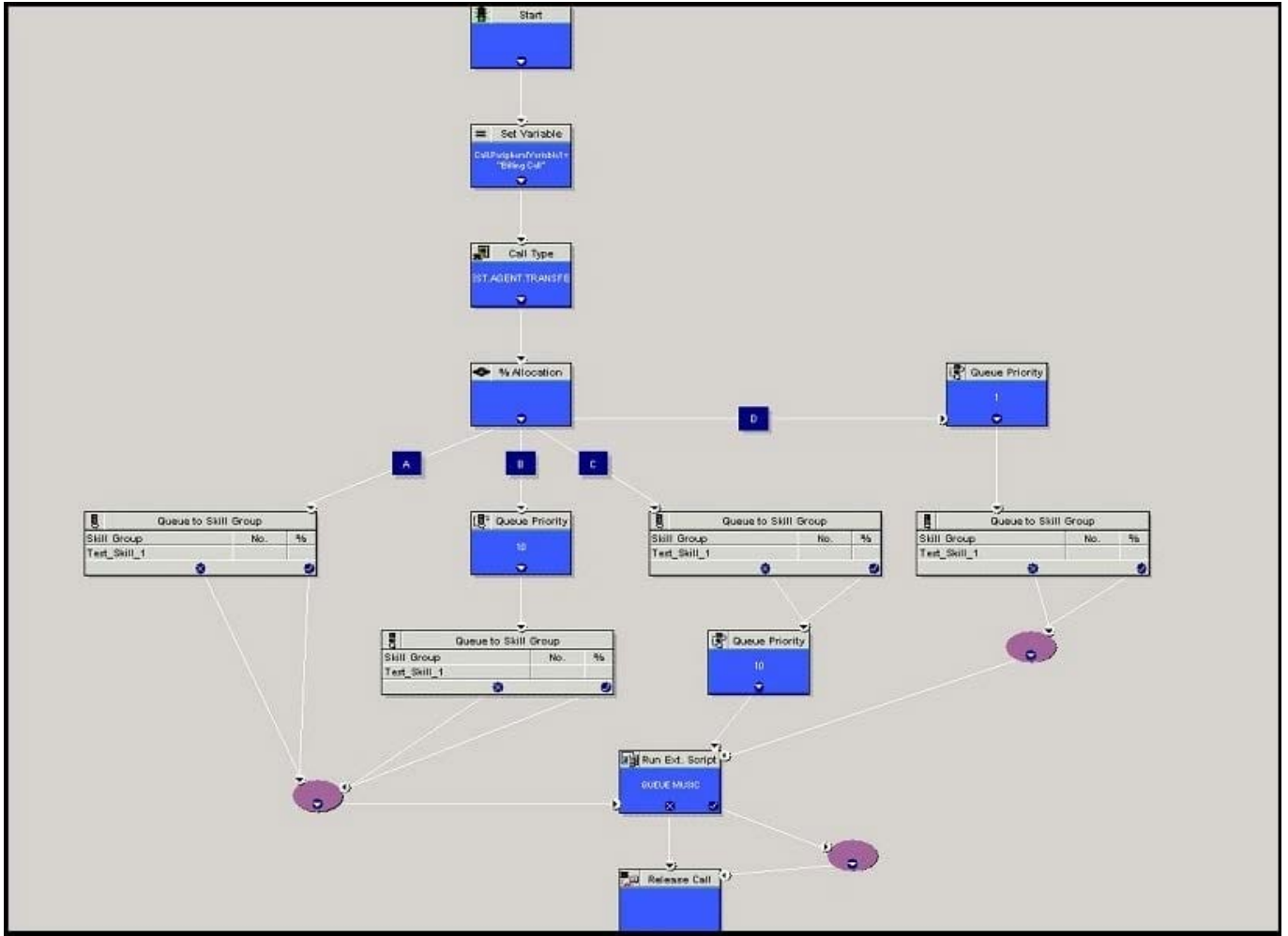
The Cisco Unified Customer Voice Portal post call survey is enabled on OAMP. Which option describes what the survey dialed number pattern represents?

- 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

QUESTION 5

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