



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

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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### QUESTION 1

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

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### QUESTION 2

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

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### QUESTION 3

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

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#### QUESTION 4

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

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#### QUESTION 5

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

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