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QUESTION 1

Which tool can be used to monitor transcoders in a CVP mixed codec environment?

A. Performance Monitor

B. Operations Console

C. Real-Time Monitoring Tool

D. VXML gateway statistics tool

Correct Answer: C

QUESTION 2

Which two actions are needed to enable VXML application detail reporting? (Choose two.)

A. Enable reporting for CVP VXML Server as well as VXML Application detail.

B. Deploy CVP reporting server then associate CVP Call Server to the CVP reporting server.

C. Set user.vxml_detail_rpt_Serv to value 1.

D. Set user.vxml_detail_rpt_Serv to value 0.

E. Enable Report Data Exclusive Filtering.

Correct Answer: AB

QUESTION 3

With Courtesy Callback, what does it mean to have a value "0" in Maximum Callbacks Per Calling Number?

A. Courtesy Callbacks start when "0" calls are in the queue.

B. No Courtesy Callbacks are allowed.

C. Callbacks have been temporarily suspended for dialed number.

D. Any number of callbacks are allowed.

Correct Answer: D

Reference:

http://128.107.245.145/media/media/LABCCT-2012_UCCE_-_Hands-on-CVVB-And-CVP_features_2.pdf

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QUESTION 4

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

QUESTION 5

With Cisco UCCE and CVP, calls that are routed to nailed-up mobile agents keep failing, which two options could be the cause? (Choose two.)

A. Incorrect Mobile Agent codec configured in the PG setup.

B. Unified CM remote CTI Ports (RCP) has the outbound trunk in its calling search space.

C. Unified CM SIP trunk has RFC2833 DTMF signaling method.

D. The mobile agents are using Finesse 9.1(1) as desktop.

E. No MTP resources configured to handle DTMF method mismatch.

Correct Answer: AE

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