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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

What is the maximum number of agents that can be configured within Cisco packaged Contact Center Enterprise up to release 10.5?

- A. 76,000
- B. 500
- C. 1000
- D. 2000
- E. 6000

Correct Answer: E

QUESTION 2

Which three options dictate that MicroApps are not sufficient and require Call Studio for Call Flow scripting? (Choose three.)

- A. Courtesy Callback
- B. recording a .wav file
- C. FTP a file
- D. Emergency Contact Center closure
- E. agent whisper
- F. IVR Outbound option
- G. agent greeting

Correct Answer: ABC

QUESTION 3

Which two statements about Precision Queues are true? (Choose two.)

- A. A Wait Time may be configured in any step except for the last step.
- B. At least on step must be configured for a Precision Queue.
- C. Either Skill Groups or Precision Queues must be utilized within an instance – not both.



- D. Precision Queues can be configured for usage in agent-based inbound campaigns.
- E. A Consider If statement may be configured in any step.

Correct Answer: AB

QUESTION 4

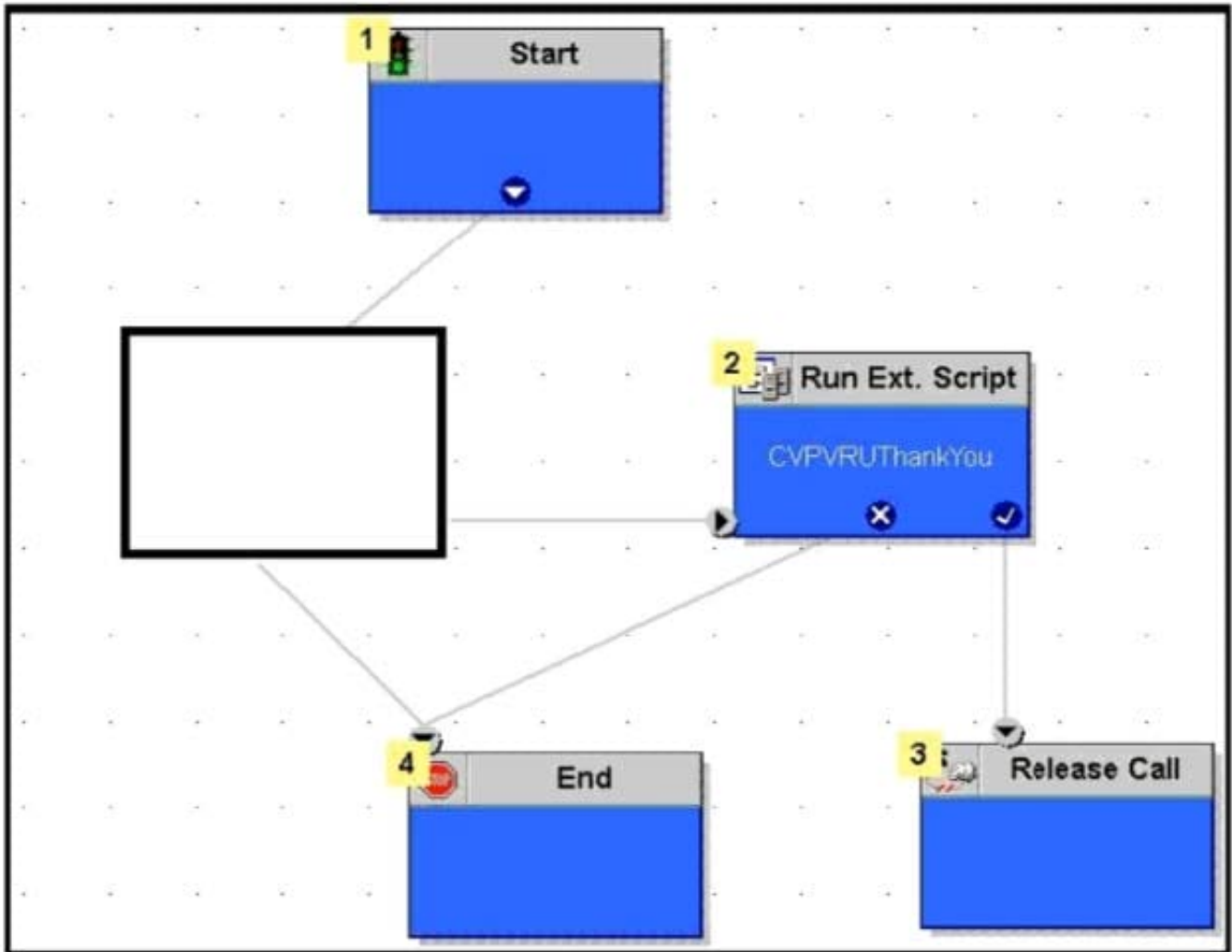
When performing an upgrade to Cisco Unified Contact Center Enterprise solution, which components do not need to be upgraded together during the same maintenance window?

- A. Cisco Unified ICM call router and logger
- B. Cisco Unified ICM call router and administrative workstation
- C. Cisco Unified ICM call router and peripheral gateway
- D. administrative workstation and HDS-DDS

Correct Answer: C

QUESTION 5

Refer to the exhibit.



In Cisco UCCE Outbound Option when configuring transfer to IVR campaign, which two nodes can be used in the routing script to transfer the call to an external script (CVP VXML application)? (Choose two.)

- A. Go to Script node
- B. Send to VRU node
- C. Queue to Skill Group node
- D. Translation Route to VRU node
- E. Route Select node

Correct Answer: BD

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