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Implementing and Supporting Cisco Unified Contact Center Enterprise

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**QUESTION 1**

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)

- A. ICM Organizational Unit
- B. ICM facility
- C. ICM User Group policy
- D. ICM Security policy
- E. ICM instance
- F. ICM agent users

Correct Answer: ABE

QUESTION 2

Which option describe the steps to configure a non-global Not Ready code for a team using Cisco UCCE solution with Cisco Finesse?

- A. Configure team, add Not Ready reason code in Cisco Finesse, and the reason code to that team.
- B. Configure team, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), and reason code to team.
- C. Configure team, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), and the reason code to that team.
- D. Configure team, add Not Ready reason code in UCCE, add reason code to team in Cisco Finesse.

Correct Answer: C

QUESTION 3

Using queue at the edge with ELCAC, which two configurations in Cisco UCM are correct? (Choose two.)

- A. Set a SIP trunk towards each SIP proxy for IP originated calls. This SIP trunk should use Location=Shadow.
- B. Configure SIP Profile to Reroute Incoming Request using Call-Info header with purpose=x cisco-origIP
- C. Set a SIP trunk towards each CVP Call Server for IP originated calls. This SIP trunk should use Location=Phantom
- D. Configure SIP profile to Reroute Incoming Request using Contact-Info header with purpose=x-cisco-origIP
- E. Create a UCM SIP Profile with Reroute Incoming request based on Contact Header.

Correct Answer: AB



QUESTION 4

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 5

Refer to the exhibit.

Edit Workflow

Name: Browserpop
Description: Browserpop
When to perform Actions: When a Call is answered
How to apply Conditions: If all Conditions are met

callVariable1	Is not equal to	1	X
BAS:status	Is not empty		X
BAA:accountNumber	Is not empty		X
BAS:status	Is not equal to	1	X
BACampaign	Is not empty		X

Add Condition

Ordered List of Actions

Name	Type	
Browserpopflow	BROWSER_POP	X

Add

In Cisco Finesse 10.0 and beyond, a workflow is created for an Outbound Option call.

Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?

- A. callVariable1 is not equal to 1.



B. BAStatus is not empty.

C. BAAccountNumber is not empty.

D. BAStatus is not equal to 1.

E. BACampaign is not empty.

Correct Answer: B

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