



600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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**QUESTION 1**

Which three items does the Cisco Finesse administrative application allow administrators to configure? (Choose three.)

- A. upload third-party gadgets
- B. wrap-up reasons and phonebooks
- C. call variable and ECC variable layout
- D. ready and login reason codes
- E. workflows and workflow actions
- F. connections to third-party gadget server and the Administration and Data server database

Correct Answer: BCE

QUESTION 2

When performing an update to Cisco UCCE solution, which components do not need to be upgraded together during the same maintenance window?

- A. Call router and peripheral gateway
- B. Administrative workstation and HDS-DDS
- C. Call router and logger
- D. Call router and administrative workstation

Correct Answer: A

QUESTION 3

Which three statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose three.)

- A. The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.
- B. The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.
- C. The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.
- D. As an option, set the dial plan with 9191*.
- E. As an option, set the dial plan with 9292*.
- F. The Whisper Announcement dialed number is always an extension of the Ringtone dialed number with an extra two zeros at the end.



Correct Answer: BDF

QUESTION 4

Which two statements about Cisco CVP Whisper Announcements are true? (Choose two.)

- A. The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.
- B. As an option, set the dial plan with 9191*.
- C. The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.
- D. The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.
- E. As an option, set the dial plan with 9292*.

Correct Answer: BC

QUESTION 5

Cisco Unified Contact Center Enterprise is deployed with Cisco Finesse and you make changes to CTI Server, Contact Center Enterprise Administration, or cluster settings.

Which service must be restarted for changes to take effect?

- A. Cluster Manager
- B. System Application Agent
- C. Cisco DB
- D. Cisco Tomcat
- E. Cisco Dirsync

Correct Answer: D

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