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Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

Which option describes how many reason codes you can assign across all teams using Cisco Finesse?

- A. 50 sign-out reason codes and 50 not ready reason codes for a total of 100.
- B. A total of 100 sign-out reason codes and not ready reason codes.
- C. There is no limit. You can assign as many reason codes as you like.
- D. 100 sign-out reason codes and 100 not ready reason codes for a total of 200.

Correct Answer: D

QUESTION 2

Which two statements about when you install/deploy Cisco Unified Contact Center Enterprise VMs on VMware ESXi hosts are true? (Choose two.)

- A. You can enable hyper-threading at the hypervisor level.
- B. You cannot enable hyper-threading, but you can over-subscribe the vCPU and vRAM.
- C. You can enable hyper-threading at the Guest OS level.
- D. You can enable hyper-threading at the hypervisor level, but you cannot over-subscribe the vCPU and vRAM.
- E. You cannot enable hyper-threading at the hypervisor level.

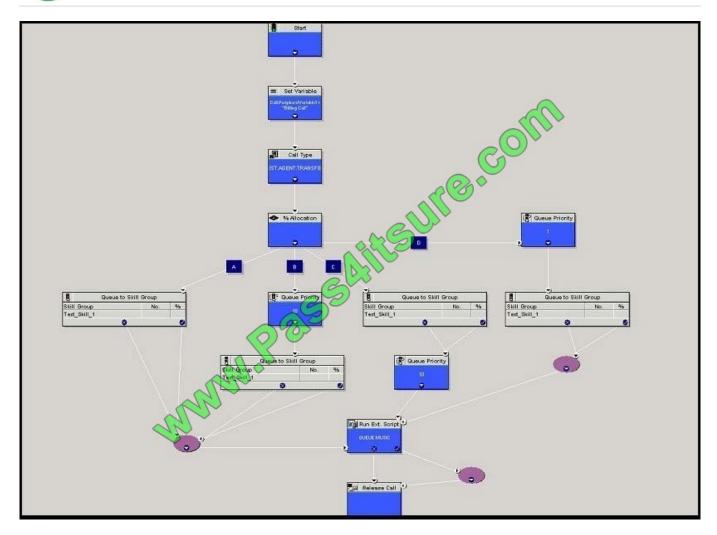
Correct Answer: CE

QUESTION 3

Refer to the exhibit.

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Four calls enter the script in the exhibit but are queued due to no agents being available. Assume that the calls are equally distributed across the A, B, C, and D path in that order using the % Allocation Node and that the Queue to Skill Group Node priority is left at its default setting.

Which call is answered first?

- A. The call that traversed through the A path.
- B. The call that traversed through the B path.
- C. The call that traversed through the C path.
- D. The call that traversed through the D path.

Correct Answer: A

QUESTION 4

Refer to the exhibit.

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In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging into the desktop. The error message highlighted has been found in the CTI Jgw1 log file.

Which option describes the likely cause of this error?

- A. MAC address of the phone not associated with PG user.
- B. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.
- C. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.
- D. Phone Join Across Lines feature is enabled.
- E. Phone IPv6 feature is enabled.

Correct Answer: D

QUESTION 5

Which command is used to examine detailed events processes by the router with Cisco UCCE?

- A. showlogs rtr
- B. dumplog router
- C. viewlogs rtr
- D. Dumplog rtr

Correct Answer: D

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