



600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

Which two Cisco Unified ICM scripting nodes support dynamic setting? (Choose two.)

- A. Call Type
- B. Precision Queue
- C. Skill Group
- D. Percent Allocation

Correct Answer: AB

QUESTION 2

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 3

Which list of scripting objects is valid in a Consider If formula for Precision Queue?

- A. Call, PQ, SkillGroup, Call Type
- B. Call, Attribute, SkillGroup, Call Type
- C. Call Manager, Proficiency, Skillgroup, Call type
- D. Call, PQ, Attribute, Call Type

Correct Answer: A

QUESTION 4

Which two ICM scripting nodes support dynamic setting? (Choose two.)

- A. Percent Allocation



- B. Precision Queue
- C. Skill Group
- D. Peripheral gateway
- E. Call Type

Correct Answer: BE

QUESTION 5

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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