600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

Which CLI command is run on Cisco Unified Intelligence Center to check database replication?

- A. utils dbreplication status
- B. show dbreplication status
- C. utils replication status
- D. show replication status

Correct Answer: A

QUESTION 2

Which tool is available to expand the size of Cisco Unified ICM databases?

- A. Microsoft SQL Studio
- B. DBExpand
- C. database sizing utility
- D. ICMDBA

Correct Answer: D

QUESTION 3

In Cisco UCCE 10.0(x) Outbound Option, the Routing and Administrative scripts are needed for the solution to work properly.

Which two statements describe the functionality of the Administrative script? (Choose two.)

- A. transfers a call to IVR as a part of IVR campaign
- B. transfers a call to IVR or Non-IVR for Answering machine or abandon calls
- C. controls a percentage of agents to be used in a campaign skill group
- D. reserves agents for specific outbound campaign
- E. enables and disables skill group for an outbound campaign

Correct Answer: CE

QUESTION 4

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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 5

Which dial number patterns are needed on a Cisco Packaged Contact Center Enterprise deployment when configuring Cisco Unified CVP?

- A. agent device, network VRU, ringtone, error
- B. ICM dialed number, network VRU, ring back, error
- C. agent device, CUCM VRU, ringtone, survivability
- D. ICM dialed number plan, network VRU, ringtone, error
- E. agent device, network VRU, ringtone, survivability

Correct Answer: A

QUESTION 6

Which batch script can be used to view VXML application states and port count for a Cisco CVP VXML server?

- A. getVersions.bat
- B. displayApp.bat
- C. updateApp.bat
- D. status.bat

Correct Answer: D

QUESTION 7

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.



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- 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 8

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 9

Which statement about when you deploy Cisco UCCE on Cisco UCS C-Series Tested Reference Configuration (TRC) Servers assuming the UCCE VM coresidency rules are met?

- A. You must check/calculate if you have enough IOPS as specified on UCCE docwiki VMs storage requirements.
- B. You do not need to check/calculate if you have enough IOPS as specified on UCCE docwiki VMs storage requirements since TRC is pre-tested with known VM storage requirements.
- C. You can add SAN external storage in addition to local disks on the UCS C-Series TRCs to meet UCCE VMs IOPS requirements.
- D. You can enable Thin Provisioned vDisks to have more disk space on order to meet UCCE VMs IOPS requirements.

Correct Answer: B

QUESTION 10

Which microapps can capture DTMF from the caller in the CVP environment?

- A. Menu and Get Digits
- B. Menu, play Media, and get Digits
- C. Play Media, Get Speech, and Get Digits



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D. Get Speech, Menu, and get Digits Correct Answer: D		
QUESTION 11		
Which Cisco Finesse CLI command p	rovides the license MAC address?	
A. show network detail		
B. show net details		
C. show net status		
D. show network status		
E. show status		
Correct Answer: E		
QUESTION 12		
Within Cisco UCCE, which process ha	andless communication between the router a	and peripheral gateway components
A. dbagent		
B. ccagent		
C. opcs		
D. mds		
Correct Answer: B		
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