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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Which two options affect the Ring No Answer behavior of the agent with the Cisco UCCE Solution and Cisco CVP? (Choose two.)

A. CVP transfer timeout timer setting

B. Agent Desktop Ring No Answer time setting

C. Target Require

D. Cisco Unified Communications manager unattended port setting

E. Consider-IF in a precision queue step

Correct Answer: BC

QUESTION 2

Which option about the Cisco UCCE heartbeat interval and maximum number of missed heartbeats allowed between duplexed sides over the private network is true?

A. 100 ms, 3 heartbeats

B. 400 ms, 3 heartbeats

C. 400 ms, 5 heartbeats

D. 100 ms, 5 heartbeats

Correct Answer: D

QUESTION 3

Which three rules apply when configuring agent teams? (Choose three.)

A. An agent team can have multiple primary supervisors but can only be a member of one teams.

B. All agents that belong to an agent team and all supervisors for that agent team must be on the same peripheral.

C. An agent can be a member of only one agent team.

D. An agent team can have only one primary supervisor.

E. An agent team can have only one primary supervisor but can be a member of multiple teams.

F. An agent team can have multiple primary supervisors.

Correct Answer: BCD

QUESTION 4

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 5

Which Cisco UCCE Admin tool provides a live stream or errors as they are reported by the router?

A. Diagnostic Framework Portico

B. RTTest

C. Script Editor

D. Router Log Viewer

Correct Answer: D

QUESTION 6

What is the maximum number of agents that can be configured within Cisco packaged Contact Center Enterprise up to release 10.5?

A. 76,000

B. 500

C. 1000

D. 2000

E. 6000

Correct Answer: E

QUESTION 7

A new gateway was added to the Cisco CVP in a comprehensive deployment and calls are failing with error "403 forbidden".

What is the possible cause?

A. Gateway cache requires a reset.

B. Toll Fraud security is not configured correctly.

C. Gateway authentication has not been configured.

D. Gateway IP has been blacklisted.

Correct Answer: B

QUESTION 8

What is the semantic meaning of the RouterCallKeyDay variable?

A. It represents a number that uniquely identifies the call during the day it was taken. For example: at midnight it would reset to zero.

B. It represents a string that corresponds to the day that the call was taken. For example: at midnight it could advance from "Monday" to "Tuesday".

C. It represents a number that corresponds to the day that the call was taken. For example: at midnight it could increment from 151191 to 151192.

D. It represents a sequence number used for ordering rows for the same call.

E. It represents a string that corresponds to a Globally Unique Call Identifier.

Correct Answer: C

QUESTION 9

The current operating status for multiple devices is displayed in the Cisco Unified Customer Voice Portal OAMP Control Center tab within the Operations Console web page.

Which three devices show an operating status? (Choose three.)

A. Cisco Unified Communications Manager

B. Cisco Unified CVP reporting server

C. SIP proxy server

D. Cisco Unified CVP call server

E. Cisco Unified Contact Center Enterprise server

F. VXML gateway

G. Cisco Unified CVP VXML server

Correct Answer: BDG

QUESTION 10

In a Cisco Unified Contact Center Enterprise deployment, callers report intermittent voice-quality issues. What might cause this problem?

A. The Cisco voice gateways have too few trunks to accept the inbound calls.

B. The Cisco Finesse is locking up because of a virus.

C. The system has too few DSP transcoding resources to support all the calls across the WAN.

D. Cisco Unified Communications Manager has too few conference bridge resources.

E. A different voice codec is used by the caller and the agent.

Correct Answer: C

QUESTION 11

Refer to the exhibit.

In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging in to the desktop. The error message highlighted has been found in the Jgw1log 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. In the peripheral gateway, Agent Phone Line Control not set to "All Lines".

D. Phone Join Across Lines feature is enabled.

E. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.

Correct Answer: B

QUESTION 12

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

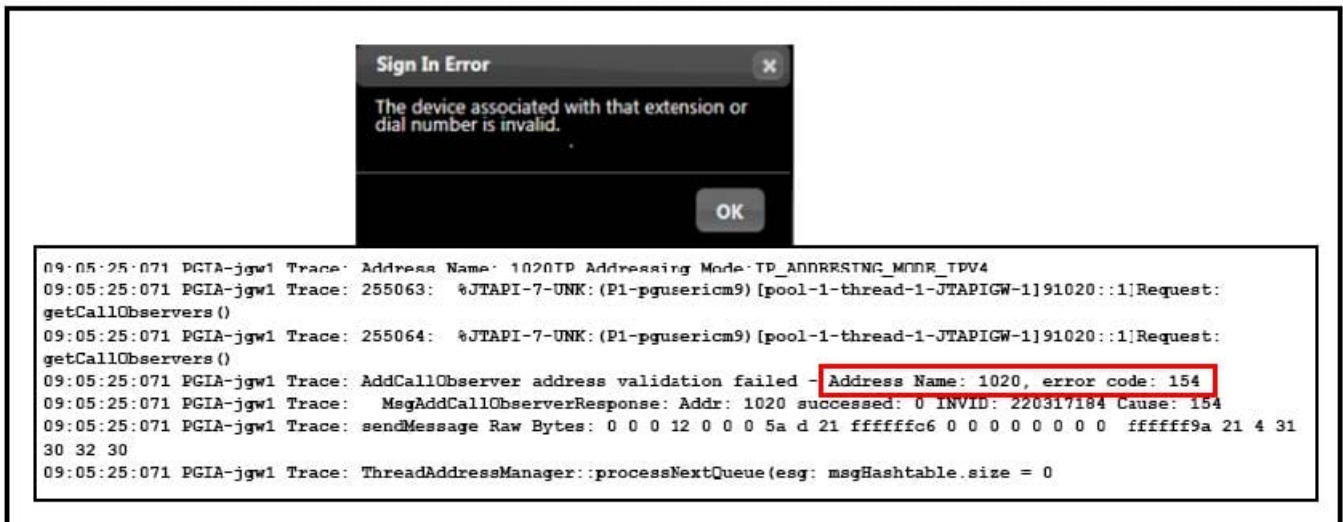D. Call router and administrative workstation

Correct Answer: A

QUESTION 13

In the Cisco UCCE solution with CVP, what is determined with signification digits?

A. VXML gateway the call is placed in

B. agent ACD extension length

C. external phone number CallerID

D. how many digits of the dialed number are significant

Correct Answer: A

QUESTION 14

Refer to the exhibit.

In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging in to the desktop. The error message highlighted has been found in the PG jgw1 log file.

Which option describes the likely cause of this error?

A. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.

B. In the peripheral gateway, Agent Phone Line Control not set to "All Lines".

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. MAC address of the phone not associated with PG user.

Correct Answer: A

QUESTION 15

Which option lists the minimum extended call variables that are needed for Cisco Unified Customer Voice Portal Agent Greetings?

A. user.ToExtVXML, user. app_media_lib, user.input_type

B. user.microapp.ToExtVXML, user.microapp.app_media_lib, user.microapp.input_type

C. user.microapp.FromExtVXML, user.microapp.app_media_lib, user.microapp.input_type

D. user.microapp.ToExtVXML, user.microapp.app.media_Server, user.microapp.locale

E. user.microapp.FromExtVXML, user.microapp.app.media_Server, user.microapp.input_type

Correct Answer: B

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