

500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Refer to the exhibit.

Edit Workflow

Name: Browserpop
Description: Browserpop
When to perform Actions: When a Call is answered
How to apply Conditions: If all Conditions are met

callVariable1	Is not equal to	1	X
BAStatus	Is not empty		X
BAAccountNumber	Is not empty		X
BAStatus	Is not equal to	1	X
BACampaign	Is not empty		X

Add Condition

Ordered List of Actions

Name	Type
Browserpopflow	BROWSER_POP

In Cisco Finesse 10.0 and beyond, a workflow is created for an Outbound Option call. Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?

- A. callVariable1 is not equal to 1.
- B. BAStatus is not empty.
- C. BAAccountNumber is not empty.
- D. BAStatus is not equal to 1.
- E. BACampaign is not empty.

Correct Answer: B

QUESTION 2

Which two actions are needed to enable VXML application detail reporting? (Choose two.)

- A. Enable reporting for CVP VXML Server as well as VXML Application detail.
- B. Deploy CVP reporting server then associate CVP Call Server to the CVP reporting server.
- C. Set user.vxml_detail_rpt_Serv to value 1.
- D. Set user.vxml_detail_rpt_Serv to value 0.
- E. Enable Report Data Exclusive Filtering.

Correct Answer: AB

QUESTION 3

In the Cisco Unified Contact Center Enterprise with Cisco Unified CVP, which two statements about how to increase the Cisco Unified CVP availability are true? (Choose two.)

- A. Must have SIP Proxy server to pass messages between the gateways and the Cisco Unified CVP servers.
- B. Must have voice gateway TCL scripts to handle conditions where the gateways cannot contact the Cisco Unified CVP Call Server to direct the call correctly.
- C. Add load balancers to load balance .wav file requests across multiple Cisco Unified CVP Media Servers.
- D. Dedicate duplexed VRU peripheral gateways for each Cisco Unified CVP call server.
- E. For a single data center with centralized deployment, deploy Cisco Unified CVP with N:N redundancy.

Correct Answer: BC

QUESTION 4

Using queuing at the edge with SigDigits, which option describes what "param sigdigits 3" on the bootstrap service accomplishes?

- A. Prefix three digits to the dialed number at the end.
- B. Suffix three digits to dialed number.
- C. Truncate three digits from dialed number.
- D. Consider only the first three digits from the dial number.

Correct Answer: C

QUESTION 5

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

A. showlogs rtr