

500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

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 2

Refer to the exhibit.

Edit Workflow

Name:

Description:

When to perform Actions:

How to apply Conditions:

<input type="text" value="callVariable1"/>	<input type="text" value="Is not equal to"/>	<input type="text" value="1"/>	✗
<input type="text" value="BAS:status"/>	<input type="text" value="Is not empty"/>	<input type="text"/>	✗
<input type="text" value="BAA:accountNumber"/>	<input type="text" value="Is not empty"/>	<input type="text"/>	✗
<input type="text" value="BAS:status"/>	<input type="text" value="Is not equal to"/>	<input type="text" value="1"/>	✗
<input type="text" value="BACampaign"/>	<input type="text" value="Is not empty"/>	<input type="text"/>	✗

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 3

On a VXML gateway with Cisco CVP, which Cisco IOS application service specifies the number of significant digits that are expected to be prepended to the dialed number?

- A. bootstrap.tcl
- B. ringtone.tcl
- C. Bootstrap.vxml
- D. handoff.tcl

Correct Answer: A

QUESTION 4

In the Cisco UCCE with CVP centralized deployment with single data center, which statement about how to increase the CVP availability is true?

- A. Must have SIP Proxy server to pass messages between the gateways and the CVP servers.
- B. Deploy CVP with N:N redundancy.
- C. Deploy CVP with N+1 redundancy.
- D. Deploy CVP standalone to handle downtime.

Correct Answer: C

QUESTION 5

Which statement about when you deploy Cisco Unified CCE on Cisco UCS C-Series Tested Reference Configuration Servers is true?

- A. You check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.
- B. You do not need to check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.
- C. You can add more disks to the Cisco UCS C-Series TRCs to meet IOPS requirements.
- D. You cannot add more disks, but you can connect the Cisco UCS C-Series TRC to the SAN in the network to meet IOPS requirements.

Correct Answer: B

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