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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

In the Cisco UCCE solution, which process is responsible for peer-to-peer synchronization?

- A. router
- B. opc
- C. ccagent
- D. mds

Correct Answer: D

QUESTION 2

Which option describes the steps to configure a non-global Not Ready code for a Cisco Unified ICM team using Contact Center Enterprise solution with Cisco Finesse?

- A. Add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), add reason code to team.
- B. Add team in ICM, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), add reason code to team in Cisco Finesse.
- C. Add team in ICM, add Not Ready reason code in Cisco Finesse, add reason code to team in Cisco Finesse.
- D. Add team in ICM, add Not Ready reason code in ICM, add reason code to team in Cisco Finesse.

Correct Answer: B

QUESTION 3

Within Cisco UCCE, which process handles communication between the router and peripheral gateway components?

- A. dbagent
- B. ccagent
- C. opcs
- D. mds

Correct Answer: B

QUESTION 4

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 5

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

- A. showlogs rtr