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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

What are two considerations for PCCE 2K installation? (Choose two.)

A. add Router Logger after installing software

B. add PGs via PG setup after installing the software

C. run Domain Manager tool, add root, facility, and instance

D. run Websetup after installing the software

E. needs ICM/CCE software installed on all ICM/CCE servers

Correct Answer: CE

Two considerations for PCCE 2K installation are to run Domain Manager tool, add root, facility, and instance, and to ensure that ICM/CCE software is installed on all ICM/CCE servers. The Domain Manager tool allows the administrator to define the domain structure for PCCE and add root, facility, and instance objects. Additionally, Websetup should be run after installing the software to configure the ICM/CCE environment. Adding PGs via PG Setup should only be done after installing the software, and it is not necessary to add Router Logger after installation.

QUESTION 2

What are two components of Cisco VOS? (Choose two.)

A. Finesse

B. CCE

C. CUIC

D. CVP

E. ECE

Correct Answer: BD

Cisco VOS (Virtualized Operating System) is a cloud-based platform that enables service providers to deliver real-time voice, video, and data services to their customers. The two core components of Cisco VOS are Cisco CCE (Customer Care Environment) and Cisco CVP (Customer Voice Portal). CCE is a cloud-based contact center solution that provides organizations with the ability to manage customer interactions and deliver personalized experiences. CVP is a cloud-based voice portal that enables organizations to create automated customer service experiences. Finesse, CUIC, and ECE are not components of Cisco VOS.

QUESTION 3

Where should a trust relationship be established by downloading and exchanging a metadata file when configuring the Cisco IdS using PCCE Web Administration Manager (S.P.O.G)?

A. IdS to IdP

B. IdS to IdP and IdP to IdS

C. IdP to IdS

D. IdS to IdP and IdP to Active Directory (AD)

Correct Answer: A

A trust relationship should be established between the IdS and IdP by downloading and exchanging a metadata file when configuring the Cisco IdS using PCCE Web Administration Manager (S.P.O.G). The metadata file contains the public certificates and other relevant information necessary to establish a trust relationship between the two systems. Reference: https://www.cisco.com/c/en/us/td/docs/security/ise/2-4/admin_guide/b_ise_admin_guide_24/b_ise_admin_guide_24_chapter_0100.html

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QUESTION 4

What is used to build VXML applications?

A. Configuration Manager

B. PCCE Web Administration Manager (S.P.O.G)

C. Call Studio development platform

D. Script Editor tool

Correct Answer: C

Call Studio is the development platform used to build VXML applications. It is a graphical development environment that allows developers to quickly build and deploy voice applications using drag-and-drop components. Call Studio comes with a suite of tools and components that allow developers to create interactive voice applications that can respond to user input and make decisions based on the input. Reference: https://www.cisco.com/c/en/us/products/unified-communications/call-studio/index.html

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QUESTION 5

What are two tasks of a PCCE initialization under Unified CCE PG? (Choose two.)

A. Creates the CUCM Peripheral Gateway (PG) with the CUCM PIM.

B. Creates just VRU PG; VRU PIMs need to be added manually.

C. Creates the Media Routing PG (MR PG) with three MR PIMs.

D. Downloads JTAPI from the Unified Communications Manager and installs it on the Unified CCE PG.

E. Downloads JTAPI from the Unified Communications Manager, but manually need to be installed in the Unified CCE PG.

Correct Answer: CD

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