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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

What should be deployed to provide a web-based administrative interface even though Unified CCE provides Configuration Manager as the legacy User Interface for administrators?

A. WebSetup

B. Contact Centre Management Portal (CCMP)

C. LDAP Plugin

D. Single Pane of Glass (SPOG)

Correct Answer: D

Single Pane of Glass (SPOG) is a web-based administrative interface that provides administrators with an intuitive and unified view of the entire contact center environment. It is designed to provide administrators with a single interface to manage all aspects of the contact center, including agents, skills, queues, and reports. SPOG provides a more user-friendly interface than the legacy Configuration Manager, making it easier for administrators to manage the contact center environment. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/spog/10_5_1/cce _b_spog-admin-guide-1051.html

QUESTION 2

Which signed certificate is less administration in environments with many servers, such as CCE?

A. Self-signed

B. Certificate Authority (CA)

C. 3rd party signed

D. Security Authority (SA)

Correct Answer: B

The signed certificate that is less administration in environments with many servers, such as CCE, is the Certificate Authority (CA) signed certificate. This type of certificate is signed by a trusted Certificate Authority (CA), which eliminates the need to manually manage each server\\'s certificate. The CA signed certificate is also more secure than a self-signed or third-party signed certificate, as the CA has verified the identity of the certificate\\'s owner and can revoke it if necessary. Security Authority (SA) signed certificates are not commonly used in CCE environments.

QUESTION 3

Which service is used to provide authorization between the Identity Provider (IdP) and application?

A. SAML

B. OAuthv2

C. Active Directory Federation Services (ADFS)

D. Identity Service (IdS)

Correct Answer: B

The service used to provide authorization between the Identity Provider (IdP) and application is OAuthv2. OAuthv2 is an open standard for authorization that enables applications to securely access resources from an IdP without having to manage the user credentials. OAuthv2 provides the IdP with the ability to grant limited access to its resources without having to share the user\\\'s credentials. Active Directory Federation Services (ADFS) and SAML are also commonly used for authorization, but OAuthv2 is the most widely used protocol for providing authorization between an IdP and an application.

QUESTION 4

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

QUESTION 5

How is a call assigned to a call type in the PCCE system?

A. when the call terminates, and data is written to the Cisco TCD table

B. when the call is first post-routed from Cisco Unified Customer Voice Portal

C. when the call is routed to an agent

D. when a call-routing script hits the first Queue to Skill Group node

Correct Answer: B

The call is assigned to a call type in the PCCE system when the call is first post-routed from Cisco Unified Customer Voice Portal (Unified CVP). The call type is determined by the data in the Cisco TCD table [1]. The call type is then used to guide the call routing scripts and determine how the call is routed to an agent [2].

1.

 Solution Design Guide for Cisco Unified Contact Center Enterprise ...
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_en terprise/icm_enterprise_12_6_1/design/guide/ucce_b_ucce_soldg-forunified-cce-1261/rcct_b_ucce_soldg-for-unified-cce-1261_chapter_011.html

2.

Cisco Packaged Contact Center Enterprise Features Guide Release ...
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/p
cce_11_5_1/maintenance/Guide/PCCE_BK_P5F

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