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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which telephony deployment is between a TDM trunk and a VOIP?

A. CUCM

B. CUBE

C. Voice gateway (VGW)

D. CUSP

Correct Answer: C

The telephony deployment between a TDM trunk and a VOIP is a voice gateway (VGW). A voice gateway is a hardware or software device that acts as a bridge between a TDM trunk and a VOIP network. It allows TDM and VOIP calls to be connected and terminated, and can also provide additional features such as call routing, call forwarding, call waiting, and call recording. CUCM, CUBE, and CUSP are not involved in this type of deployment.

QUESTION 2

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 3

Where are external voice DNs sourced from in a CCE Dial Plan?

A. VGW

B. CUCM

C. CVP

D. CUBE

Correct Answer: B

External voice DNs are sourced from the Cisco Unified Communications Manager (CUCM) in a CCE Dial Plan. The CUCM is the primary source of all external voice DNs and is used to define the dial plan rules and to manage the routing of incoming and outgoing calls. The CUCM also stores the external voice DNs, which can then be used in the CCE Dial Plan to route incoming and outgoing calls. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/dial_plan_design/ 10_6_1/dpdf_b_dial-plan-design-106/dpdf_b_dial-plan-design-106_chapter_01.html

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QUESTION 4

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

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QUESTION 5

What defines the DialPlan on a Cisco Voice Gateway/CUBE?

A. ATR

B. voice-class

C. Voip voice

D. Dial-Peers

Correct Answer: D

On a Cisco Voice Gateway or Cisco Unified Border Element (CUBE), the DialPlan is defined by the Dial-Peers. Dial-Peers are used to define the call routing and media flow. They are used to define the route patterns, call forwarding, call routing, call redirection, and Quality of Service (QoS).

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