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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

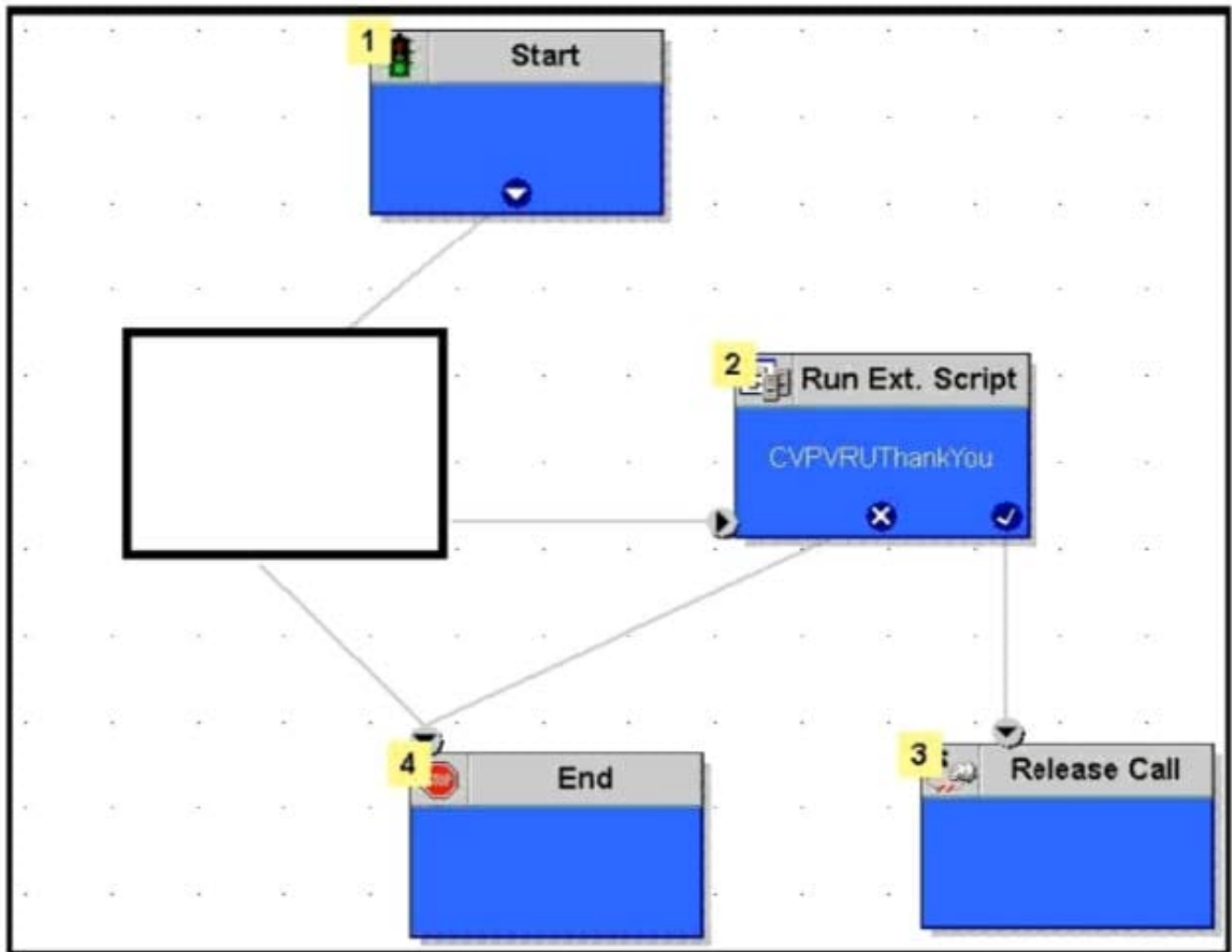
Which option is needed to configure "user.microapp.media_server="http://mediaserver" value on Cisco Unified Contact Center Enterprise scripts?

- A. Cisco Unified Customer Voice Portal to route calls to "mediaserver"
- B. mapping an IP address to hostname on Cisco Unified Contact Center Enterprise
- C. mapping an IP address to hostname on VXML gateway
- D. no default "mediaserver" in Cisco Unified CVP configuration

Correct Answer: C

QUESTION 2

Refer to the exhibit.



In Cisco UCCE Outbound Option when configuring transfer to IVR campaign, which two nodes can be used in the routing script to transfer the call to an external script (CVP VXML application)? (Choose two.)

- A. Go to Script node
- B. Send to VRU node
- C. Queue to Skill Group node
- D. Translation Route to VRU node
- E. Route Select node

Correct Answer: BD

QUESTION 3

Which three rules apply when configuring agent teams? (Choose three.)

- A. An agent team can have multiple primary supervisors but can only be a member of one teams.



- B. All agents that belong to an agent team and all supervisors for that agent team must be on the same peripheral.
- C. An agent can be a member of only one agent team.
- D. An agent team can have only one primary supervisor.
- E. An agent team can have only one primary supervisor but can be a member of multiple teams.
- F. An agent team can have multiple primary supervisors.

Correct Answer: BCD

QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, if the private network fails but the visible network is still operational, which statement is true?

- A. The system stops routing calls because it cannot function without a private network.
- B. The private network data is rerouted automatically over the visible network.
- C. Both call routers go active and attempt to split the system until the private network is restored.
- D. The system continues to operate but with only one call router in simplex mode.

Correct Answer: D

QUESTION 5

In the Cisco UCCE solution with SIP Dialer, which option lists the correct order to setup the components (assuming the agent peripheral gateway host already exists)?

- A. Configure media routing peripheral, dialer. Install media routing peripheral gateway dialer, dialer.
- B. Configure dialer, port map, media routing peripheral gateway. Install dialer, media routing peripheral gateway.
- C. Install media routing peripheral gateway, dialer. Configure media routing peripheral gateway, dialer.
- D. Install dialer, media routing peripheral gateway. Configure dialer, port map, media routing peripheral gateway.

Correct Answer: B