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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Which two statements about Precision Queues are true? (Choose two.)

- A. A Wait Time may be configured in any step except for the last step.
- B. At least one step must be configured for a Precision Queue.
- C. Either Skill Groups or Precision Queues must be utilized within an instance – not both.
- D. Precision Queues can be configured for usage in agent-based inbound campaigns.
- E. A Consider If statement may be configured in any step.

Correct Answer: AB

QUESTION 2

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 3

Refer to the exhibit.



This exhibit is the setup of the Cisco Unified Customer Voice Portal Server. Based on this configuration, which two options must be configured in the Cisco Unified Contact Center Enterprise Configuration Manager tool? (Choose two.)

- A. A network trunk group explorer trunk group should be configured on the Cisco Unified CVP PG peripherals with a peripheral number of 5000.
- B. A network trunk group explorer trunk group should be configured on the Cisco Unified CVP PG peripherals with a peripheral number of 100.
- C. A VRU PG peripheral should be configured with a peripheral ID of 5000.
- D. A network VRU should be configured with a label of maximum length 10 digits.
- E. A PG explorer peripheral should be configured with a peripheral ID of 200.

Correct Answer: BD



QUESTION 4

Which two options affect the Ring No Answer behavior of the agent with the Cisco UCCE Solution and Cisco CVP? (Choose two.)

- A. CVP transfer timeout timer setting
- B. Agent Desktop Ring No Answer time setting
- C. Target Require
- D. Cisco Unified Communications manager unattended port setting
- E. Consider-IF in a precision queue step

Correct Answer: BC

QUESTION 5

With Cisco Finesse, which two options list the two commands to stop and start the Tomcat service? (Choose two.)

- A. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Tomcat
- B. To start the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
- C. To stop the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
- D. To start the Cisco Tomcat service, enter this CLI command: utils start Cisco Tomcat
- E. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Cisco Tomcat
- F. To start the Cisco Tomcat service, enter this CLI command: utils service start Cisco Tomcat

Correct Answer: EF

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