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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

When performing an upgrade to Cisco Unified Contact Center Enterprise solution, which components do not need to be upgraded together during the same maintenance window?

- A. Cisco Unified ICM call router and logger
- B. Cisco Unified ICM call router and administrative workstation
- C. Cisco Unified ICM call router and peripheral gateway
- D. administrative workstation and HDS-DDS

Correct Answer: C

QUESTION 2

Which two situations can cause the "Send to VRU" to fail within an ICM script for Cisco CVP? (Choose two.)

- A. VRU PIM just got out of service.
- B. No network VRU is configured for the routing client.
- C. Send to originator is not enabled.
- D. Incorrect media file name.
- E. Primary VRU peripheral gateway is out of service.

Correct Answer: AB

QUESTION 3

Which tool is available to expand the size of Cisco Unified ICM databases?

- A. Microsoft SQL Studio
- B. DBExpand
- C. database sizing utility
- D. ICMDBA

Correct Answer: D



QUESTION 4

Which variable does the Cisco CVP use to return information about problems encountered while running a script?

- A. user.microapp.input_type
- B. user.microapp.server_info
- C. user.microapp.FromExtVXML
- D. user.microapp.error_code

Correct Answer: D

QUESTION 5

Which CLI command is run on Cisco Unified Intelligence Center to check database replication?

- A. utils dbreplication status
- B. show dbreplication status
- C. utils replication status
- D. show replication status

Correct Answer: A

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