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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

The customer is using Cisco Unified Intelligence Center on a virtual machine and reports that the license has become invalid.

Which three options can cause this problem?

A. Cisco Unified Intelligence Center Publisher is not in service.

B. IP address was changed.

C. Time zone was changed.

D. Number of historical reports exceeded the system limits.

E. Hostname was changed.

F. Secondary DNS was changed.

Correct Answer: BCE

QUESTION 2

What is the semantic meaning of the RouterCallKeyDay variable?

A. It represents a number that uniquely identifies the call during the day it was taken. For example: at midnight it would reset to zero.

B. It represents a string that corresponds to the day that the call was taken. For example: at midnight it could advance from "Monday" to "Tuesday".

C. It represents a number that corresponds to the day that the call was taken. For example: at midnight it could increment from 151191 to 151192.

D. It represents a sequence number used for ordering rows for the same call.

E. It represents a string that corresponds to a Globally Unique Call Identifier.

Correct Answer: C

QUESTION 3

Within Cisco Unified ICM, which process handles communication between the router and peripheral gateway components?
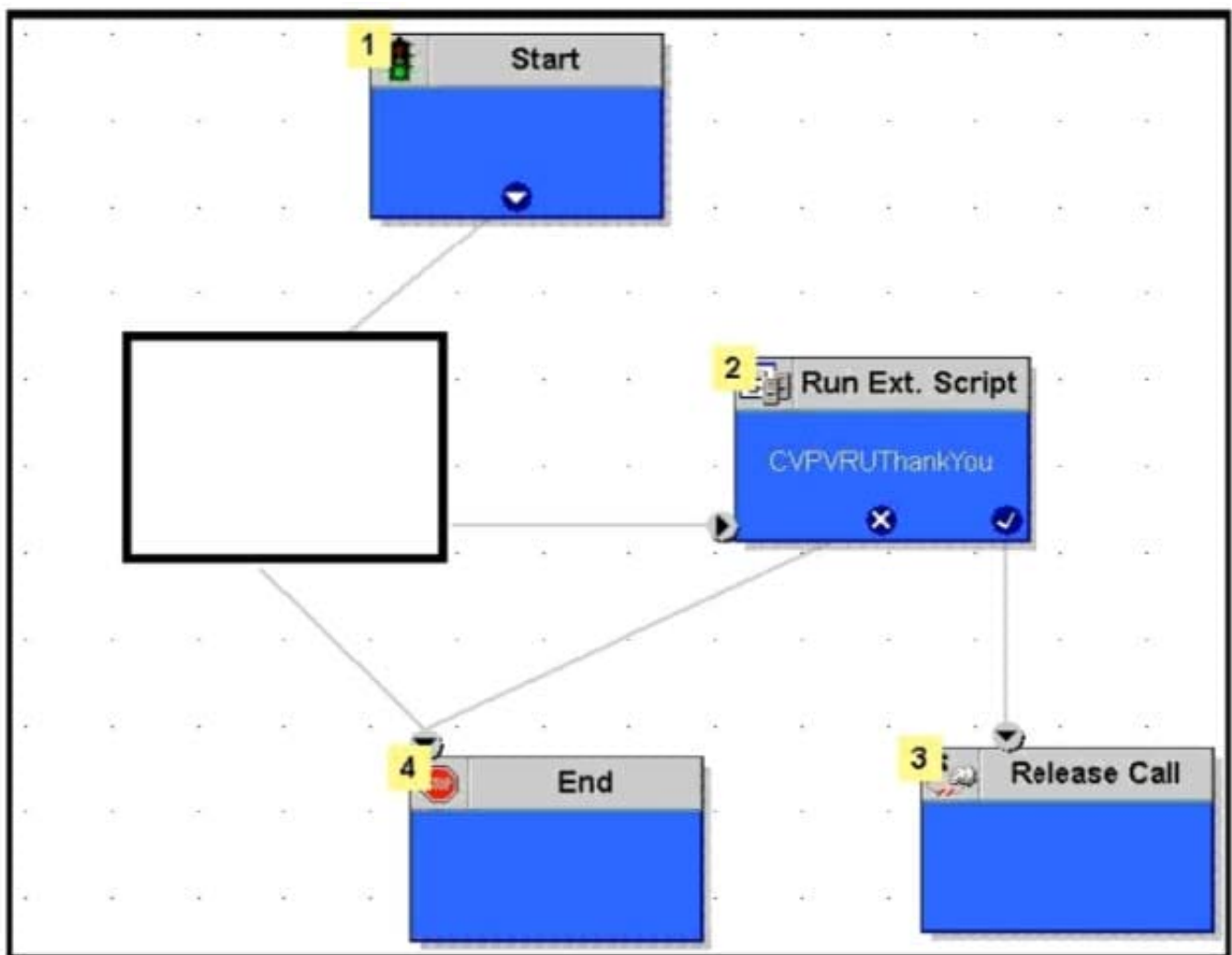
A. dbagent

B. opcs

C. ccagent

D. mds

Correct Answer: C

QUESTION 4

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 5

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

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