500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)

A. ICM Organizational Unit

B. ICM facility

C. ICM User Group policy

D. ICM Security policy

E. ICM instance

F. ICM agent users

Correct Answer: ABE

QUESTION 2

Which option about the ICM heartbeat interval and maximum number of missed heartbeats allowed between duplexed sides over the private network is true?

A. 100 ms, 3 heartbeats

B. 100 ms, 5 heartbeats

C. 400 ms, 3 heartbeats

D. 400 ms, 5 heartbeats

E. The heartbeat interval and maximum missed heartbeats settings can be customized by a system administrator

Correct Answer: B

QUESTION 3

In the Cisco UCCE with CVP centralized deployment with single data center, which statement about how to increase the CVP availability is true?

A. Must have SIP Proxy server to pass messages between the gateways and the CVP servers.

B. Deploy CVP with N:N redundancy.

C. Deploy CVP with N+1 redundancy.

D. Deploy CVP standalone to handle downtime.

Correct Answer: C

QUESTION 4

With Cisco Finesse 11.0, which two commands will stop and start the Tomcat service? (Choose two.)

A. To start the Cisco Tomcat service, enter this CLI command: utils start Cisco Tomcat

B. To start the Cisco Tomcat service, enter this CLI command: utils service Tomcat

C. To start the Cisco Tomcat service, enter this CLI command: utils service start Tomcat

D. To start the Cisco Tomcat service, enter this CLI command: utils service stop Cisco Finesse Tomcat

E. To start the Cisco Tomcat service, enter this CLI command: utils service stop Tomcat

F. To start the Cisco Tomcat service, enter this CLI command: utils service start Cisco Finesse Tomcat

Correct Answer: CE

QUESTION 5

Which microapps can capture DTMF from the caller in the CVP environment?

A. Menu and Get Digits

B. Menu, play Media, and get Digits

C. Play Media, Get Speech, and Get Digits

D. Get Speech, Menu, and get Digits

Correct Answer: D

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