



500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Cisco UCCE is deployed with Cisco Finesse and you make changes to CTI Server or UCCE Administration. Which service must be restarted for changes to take effect?

- A. Cluster Manager
- B. Cisco Dirsync
- C. Cisco Finesse Tomcat
- D. System Application Agent
- E. Cisco DB

Correct Answer: C

QUESTION 2

What is the maximum number of agents that can be configured within Cisco packaged Contact Center Enterprise up to release 10.5?

- A. 76,000
- B. 500
- C. 1000
- D. 2000
- E. 6000

Correct Answer: E

QUESTION 3

In the Cisco Unified Contact Center Enterprise with Cisco Unified CVP, which two statements about how to increase the Cisco Unified CVP availability are true? (Choose two.)

- A. Must have SIP Proxy server to pass messages between the gateways and the Cisco Unified CVP servers.
- B. Must have voice gateway TCL scripts to handle conditions where the gateways cannot contact the Cisco Unified CVP Call Server to direct the call correctly.
- C. Add load balancers to load balance .wav file requests across multiple Cisco Unified CVP Media Servers.
- D. Dedicate duplexed VRU peripheral gateways for each Cisco Unified CVP call server.



E. For a single data center with centralized deployment, deploy Cisco Unified CVP with N:N redundancy.

Correct Answer: BC

QUESTION 4

Which three devices show an operating status within Cisco CVP OAMP control center? (Choose three.)

- A. VXML gateway
- B. Cisco Unified CVP reporting server
- C. Cisco Unified CVP VXML server
- D. SIP proxy server
- E. Cisco Unified Communications Manager
- F. Cisco Unified Contact Center Enterprise server
- G. Cisco Unified CVP call server

Correct Answer: BCG

QUESTION 5

When using the Play Media micro-application, which parameter automatically generates the media file name for an agent greeting?

- A. -g
- B. -a
- C. -aa
- D. -ag

Correct Answer: B

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