



# 500-450<sup>Q&As</sup>

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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### QUESTION 1

Which option lists what the Security Wizard configures with Cisco UCCE?

- A. Windows Firewall and IPsec configuration
- B. VPN configuration and IPsec configuration
- C. Windows Firewall and SQL hardening
- D. IPsec configuration and anti-virus exception

Correct Answer: C

### QUESTION 2

Refer to the exhibit.

```
09:45:09:220 PG1A-pim1 Trace: dtRequeryResultInd: CVP concludes whisper announcement  
prompt. netTargID=100000, RTRCallKey=150746.102, ASTID=5004 CallId=16781247, result: 11  
09:45:09:220 PG1A-pim1 Trace: SendPendingEvents: Established. Ext=1012AgentID=40002  
State=8  
09:45:09:220 PG1A-pim1 Trace: CSTA ESTABLISHED, TelephonyDriver::Established: SENT TO OPC  
CallID = 16781247 DeviceID = 1012 DeviceType = Static  
Answering = 1012  
Calling = 1011  
Called = 1012  
Redirection =  
LocalState = CONNECT  
Cause = EC_NONE
```

While a Whisper Announcement call is being troubleshooted, the Cisco UCCE Peripheral Gateway PIM log is captured.

Which option describes what the log file indicates?

- A. The agent PIM gets notification that the Whisper Announcement is done and sends the established event to the agent.
- B. The MR PIM gets notification that the Whisper Announcement is done and sends the established event to the OPC.
- C. The VRU PIM gets notification that the Whisper Announcement is done and sends the established event to the OPC.
- D. The agent PIM gets notification that the Whisper Announcement is done and sends the established event to the caller.
- E. The VRU PIM gets notification that the Whisper Announcement is done and sends the established event to the agent.



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Correct Answer: A

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### QUESTION 3

The customer is using Cisco Unified Intelligence Center on a virtual machine and reports that the license has become invalid. Which four options can cause this problem? (Choose four.)

- A. Time zone was changed.
- B. Secondary DNS was changed.
- C. Hostname was changed.
- D. Number of historical reports exceeded the system limits.
- E. Cisco Unified Intelligence Center Publisher is not in service.
- F. IP address was changed.
- G. Primary NTP server was changed.
- H. Number of concurrent real-time reports exceeded the system limits.

Correct Answer: ACFG

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### QUESTION 4

With Courtesy Callback, what does it mean to have a value "0" in Maximum Callbacks Per Calling Number?

- A. Courtesy Callbacks start when "0" calls are in the queue.
- B. No Courtesy Callbacks are allowed.
- C. Callbacks have been temporarily suspended for dialed number.
- D. Any number of callbacks are allowed.

Correct Answer: D

Reference:

[http://128.107.245.145/media/media/LABCCT-2012\\_UCCE\\_-\\_Hands-on-CVVB-And-CVP\\_features\\_2.pdf](http://128.107.245.145/media/media/LABCCT-2012_UCCE_-_Hands-on-CVVB-And-CVP_features_2.pdf)

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### QUESTION 5



You are about to perform a Tech refresh upgrade for a customer. The customer wants more details about how the historical data is maintained. The customer has two sides each with a router, logger, and HDSDDS.

Which is the best explanation?

- A. The routers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.
- B. The loggers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.
- C. Each side synchronized its data from the logger using SQL replication.
- D. The HDS-DDSs continuously synchronized the historical data to keep themselves up to date.

Correct Answer: B

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