



500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Which option describe the steps to configure a non-global Not Ready code for a team using Cisco UCCE solution with Cisco Finesse?

- A. Configure team, add Not Ready reason code in Cisco Finesse, and the reason code to that team.
- B. Configure team, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), and reason code to team.
- C. Configure team, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), and the reason code to that team.
- D. Configure team, add Not Ready reason code in UCCE, add reason code to team in Cisco Finesse.

Correct Answer: C

QUESTION 2

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

QUESTION 3

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

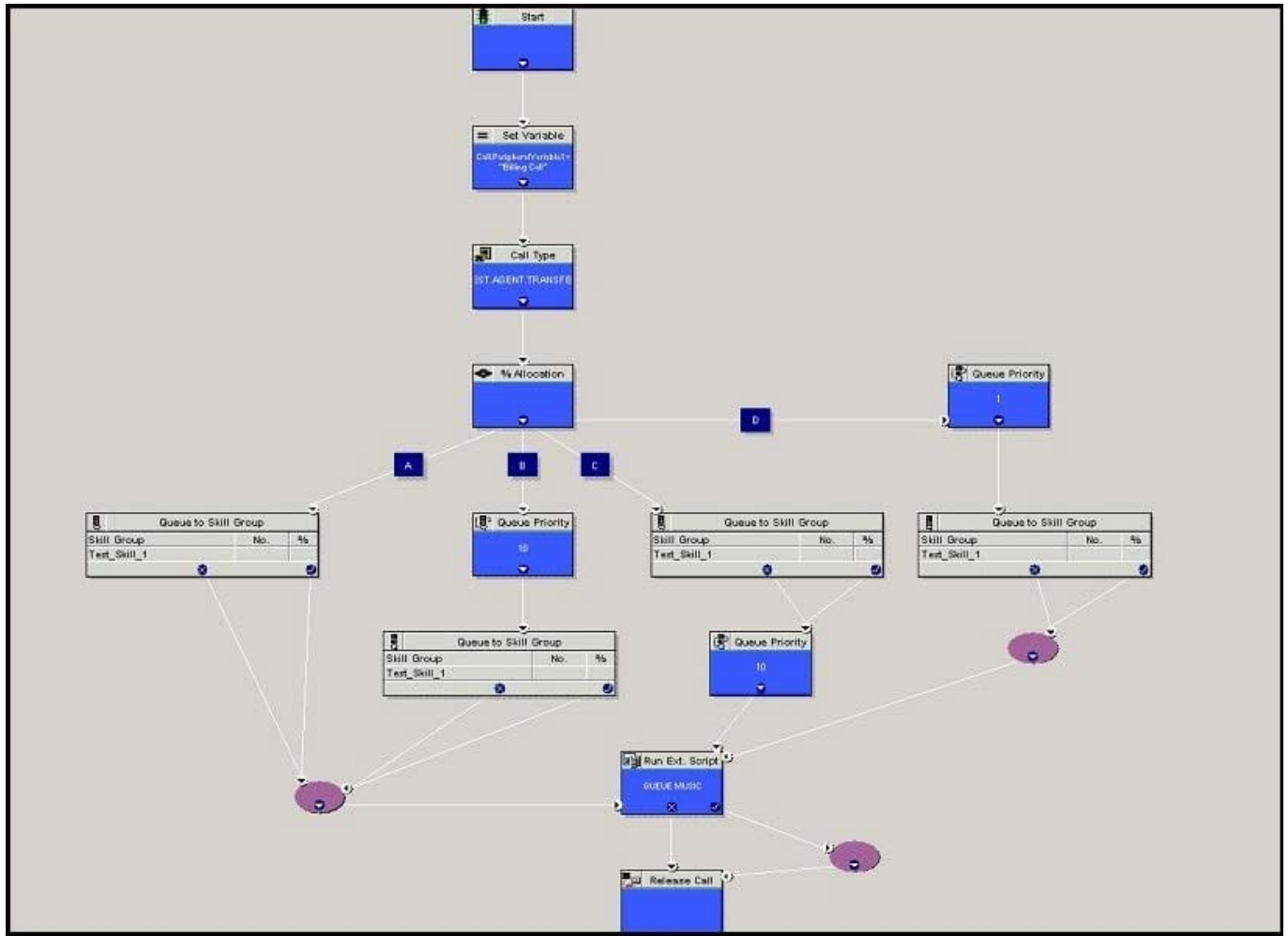
- A. To start the Cisco Tomcat service, enter this CLI command: utils start Cisco Tomcat
- B. To start the Cisco Tomcat service, enter this CLI command: utils service Tomcat
- C. To start the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
- D. To start the Cisco Tomcat service, 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 4

Refer to the exhibit.



Four calls enter the script in the exhibit but are queued due to no agents being available. Assume that the calls are equally distributed across the A, B, C, and D path in that order using the % Allocation Node and that the Queue to Skill Group Node priority is left at its default setting.

Which call is answered first?

- A. The call that traversed through the A path.
- B. The call that traversed through the B path.
- C. The call that traversed through the C path.
- D. The call that traversed through the D path.



Correct Answer: A

QUESTION 5

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

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