



500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

In the Cisco UCCE solution, which process is responsible for peer-to-peer synchronization?

- A. router
- B. opc
- C. ccagent
- D. mds

Correct Answer: D

QUESTION 2

Which tool is available to expand the size of Cisco Unified ICM databases?

- A. Microsoft SQL Studio
- B. DBExpand
- C. database sizing utility
- D. ICMDBA

Correct Answer: D

QUESTION 3

Which command is used to check the replication status of a Cisco Unified Intelligence Center cluster?

- A. show dbreplication status
- B. utils dbreplication summary
- C. utils dbreplication runtimestate
- D. utils dbreplication

Correct Answer: C

QUESTION 4



Refer to the exhibit.

Unified CVP Call Server Configuration

Save Save & Deploy ? Help

General ICM SIP IVR Device Pool Infrastructure

General Configuration

VRU Connection Port: * 1 5000

Maximum Length of DNIS: * 10

Translation Routed DNIS Pool

☒ Add:

☐ Add a range: to

Add DNIS Delete DNIS

Configured DNIS:

Advanced Configuration

New Call Service ID: * 1 1

Pre-routed Call Service ID: * 1 2

New Call Trunk Group ID: * 1 100

Pre-routed Call Trunk Group ID: * 1 200

This exhibit is the setup of the Cisco Unified Customer Voice Portal Server. Based on this configuration, which two options must be configured in the Cisco Unified Contact Center Enterprise Configuration Manager tool? (Choose two.)

- A. A network trunk group explorer trunk group should be configured on the Cisco Unified CVP PG peripherals with a peripheral number of 5000.
- B. A network trunk group explorer trunk group should be configured on the Cisco Unified CVP PG peripherals with a peripheral number of 100.
- C. A VRU PG peripheral should be configured with a peripheral ID of 5000.
- D. A network VRU should be configured with a label of maximum length 10 digits.
- E. A PG explorer peripheral should be configured with a peripheral ID of 200.

Correct Answer: BD



QUESTION 5

Within Cisco UCCE, which process handles communication between the router and peripheral gateway components?

- A. dbagent
- B. ccagent
- C. opcs
- D. mds

Correct Answer: B

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