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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Refer to the exhibit.

In Cisco Finesse 10.0 and beyond, a workflow is created for an Outbound Option call. Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?

A. callVariable1 is not equal to 1.

B. BAStatus is not empty.

C. BAAccountNumber is not empty.

D. BAStatus is not equal to 1.

E. BACampaign is not empty.

Correct Answer: B

QUESTION 2

Which two ICM scripting nodes support dynamic setting? (Choose two.)

A. Percent Allocation

B. Precision Queue

C. Skill Group

D. Peripheral gateway

E. Call Type

Correct Answer: BE

QUESTION 3

When configuring the Cisco CVP Courtesy Callback feature in the ingress and VXML gateway, which configuration is needed to ensure that SIP is set up to forwards SIP INFO messaging.

A. signaling forward unconditional

B. signaling forward conditional

C. signaling forward conditional sip info

D. signaling forward unconditional sip info

E. signaling sip forward unconditional

Correct Answer: A

QUESTION 4

What is the semantic meaning of the RouterCallKeyDay variable?

A. It represents a number that uniquely identifies the call during the day it was taken. For example: at midnight it would reset to zero.

B. It represents a string that corresponds to the day that the call was taken. For example: at midnight it could advance from "Monday" to "Tuesday".

C. It represents a number that corresponds to the day that the call was taken. For example: at midnight it could increment from 151191 to 151192.

D. It represents a sequence number used for ordering rows for the same call.

E. It represents a string that corresponds to a Globally Unique Call Identifier.

Correct Answer: C

QUESTION 5

Which two statements about when you install/deploy Cisco Unified Contact Center Enterprise VMs on VMware ESXi hosts are true? (Choose two.)

A. You can enable hyper-threading at the hypervisor level.

B. You cannot enable hyper-threading, but you can over-subscribe the vCPU and vRAM.

C. You can enable hyper-threading at the Guest OS level.

D. You can enable hyper-threading at the hypervisor level, but you cannot over-subscribe the vCPU and vRAM.

E. You cannot enable hyper-threading at the hypervisor level.

Correct Answer: CE

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