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Implementing and Supporting Cisco Unified Contact Center Enterprise
(UCCEIS)

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QUESTION 1

Which option best describes the issue with a call failing at the Send to VRU node in a comprehensive Cisco CVP deployment?

A. Call type is not mapped to the ICM script.

B. VRU label in the CVP dial plan does not match the dial peer on the VXML gateway.

C. CVP server is running on temporary licenses.

D. VXML application is not deployed to the CVP servers.

Correct Answer: B

QUESTION 2

On a VXML gateway with Cisco CVP, which Cisco IOS application service specifies the number of significant digits that are expected to be prepended to the dialed number?

A. bootstrap.tcl

B. ringtone.tcl

C. Bootstrap.vxml

D. handoff.tcl

Correct Answer: A

QUESTION 3

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.

Correct Answer: A

QUESTION 4

Which four items does the Cisco Finesse administrative application allow administrators to configure? (Choose four.)

A. connections to the CTI OS server and the Administration and Data server database

B. cluster settings for VOS replication

C. ready and login reason codes

D. wrap-up reasons and phonebooks

E. workflows and workflow actions

F. call variable and ECC variable layout

G. desktop layout and conference resources

H. upload third-party gadgets

Correct Answer: BDEF

QUESTION 5

Which tool is used to expand the size of Cisco UCCE databases?

A. Microsoft SQL Studio

B. database sizing utility

C. DBExpand

D. ICMDBA

Correct Answer: D

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