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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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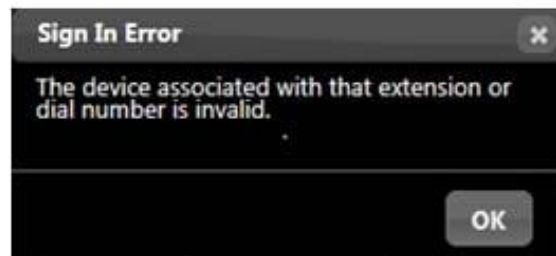
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QUESTION 1

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 2

Refer to the exhibit. In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging into the desktop. The error message highlighted has been found in the PG jgw1 log file.

Which option describes the likely cause of this error?

A. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.

B. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.

C. MAC address of the phone not associated with PG user.

D. Phone Join Across Lines feature is enabled.

E. Phone IPv6 feature is enabled.

Correct Answer: A

QUESTION 3

Which two things can cause the "Send to VRU" to fail within an ICM script for Cisco Unified Customer Voice Portal? (Choose two.)

A. No network VRU is configured for the routing client.

B. VRU PIM just got out of service.

C. Incorrect media file name.

D. Send to originator is not enabled.

E. Primary VRU peripheral gateway is out of service.

Correct Answer: AB

QUESTION 4

In the Cisco UCCE solution with SIP Dialer, which option lists the correct order to setup the components (assuming the agent peripheral gateway host already exists)?

A. Configure media routing peripheral, dialer. Install media routing peripheral gateway dialer, dialer.

B. Configure dialer, port map, media routing peripheral gateway. Install dialer, media routing peripheral gateway.

C. Install media routing peripheral gateway, dialer. Configure media routing peripheral gateway, dialer.

D. Install dialer, media routing peripheral gateway. Configure dialer, port map, media routing peripheral gateway.

Correct Answer: B

QUESTION 5

Which three devices show an operating status within Cisco CVP OAMP control center? (Choose three.)

A. VXML gateway

B. Cisco Unified CVP reporting server

C. Cisco Unified CVP VXML server

D. SIP proxy server

E. Cisco Unified Communications Manager

F. Cisco Unified Contact Center Enterprise server

G. Cisco Unified CVP call server

Correct Answer: BCG

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