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QUESTION 1

While a voice gateway accesses webservices elements, it times out and throws an error.badfetch event.

Which two options are common ways to reduce such errors?

- A. Set FetchAudioDelay timeout
- B. Set mediafetchDelay
- C. Set FetchAudioMinimum timeout.
- D. Set mediafetchDelay timeout.

Correct Answer: AC

QUESTION 2

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 3

Which three statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose three.)

- A. The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.
- B. The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.
- C. The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.
- D. As an option, set the dial plan with 9191*.
- E. As an option, set the dial plan with 9292*.
- F. The Whisper Announcement dialed number is always an extension of the Ringtone dialed number with an extra two zeros at the end.



Correct Answer: BDF

QUESTION 4

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 5

Which statements about administrative scripts in the Cisco UCCE solution is true?

- A. Administrative scripts can use an ICM gateway node.
- B. Administrative scripts can run more than one time per second.
- C. Administrative scripts must be associated with a call type.
- D. Administrative scripts can use a DB Lookup node.

Correct Answer: D

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