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QUESTION 1

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 2

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

QUESTION 3

Which batch script can be used to view VXML application states and port count for a Cisco CVP VXML server?

- A. getVersions.bat
- B. displayApp.bat
- C. updateApp.bat
- D. status.bat

Correct Answer: D

QUESTION 4



In the Cisco UCCE solution with CVP, what is determined with signification digits?

- A. VXML gateway the call is placed in
- B. agent ACD extension length
- C. external phone number CallerID
- D. how many digits of the dialed number are significant

Correct Answer: A

QUESTION 5

Which tool can be used to monitor transcoders in a CVP mixed codec environment?

- A. Performance Monitor
- B. Operations Console
- C. Real-Time Monitoring Tool
- D. VXML gateway statistics tool

Correct Answer: C

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