



600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

Which statement about when you deploy Cisco UCCE on Cisco UCS C-Series Tested Reference Configuration (TRC) Servers assuming the UCCE VM coresidency rules are met?

- A. You must check/calculate if you have enough IOPS as specified on UCCE docwiki VMs storage requirements.
- B. You do not need to check/calculate if you have enough IOPS as specified on UCCE docwiki VMs storage requirements since TRC is pre-tested with known VM storage requirements.
- C. You can add SAN external storage in addition to local disks on the UCS C-Series TRCs to meet UCCE VMs IOPS requirements.
- D. You can enable Thin Provisioned vDisks to have more disk space on order to meet UCCE VMs IOPS requirements.

Correct Answer: B

QUESTION 2

Which Cisco Finesse CLI command provides the license MAC address?

- A. show network detail
- B. show net details
- C. show net status
- D. show network status
- E. show status

Correct Answer: E

QUESTION 3

Refer to the exhibit.



Edit Workflow

Name: Browserpop
Description: Browserpop
When to perform Actions: When a Call is answered
How to apply Conditions: If all Conditions are met

callVariable1	Is not equal to	1	X
BAS:status	Is not empty		X
BAAccountNumber	Is not empty		X
BAS:status	Is not equal to	1	X
BACampaign	Is not empty		X

Add Condition

Ordered List of Actions Q Add

Name	Type
Browserpopflow	BROWSER_POP

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. BAS:status is not empty.
- C. BAAccountNumber is not empty.
- D. BAS:status is not equal to 1.
- E. BACampaign is not empty.

Correct Answer: B

QUESTION 4

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)

- A. ICM Organizational Unit
- B. ICM facility



- C. ICM User Group policy
- D. ICM Security policy
- E. ICM instance
- F. ICM agent users

Correct Answer: ABE

QUESTION 5

When performing an update to Cisco UCCE solution, which components do not need to be upgraded together during the same maintenance window?

- A. Call router and peripheral gateway
- B. Administrative workstation and HDS-DDS
- C. Call router and logger
- D. Call router and administrative workstation

Correct Answer: A

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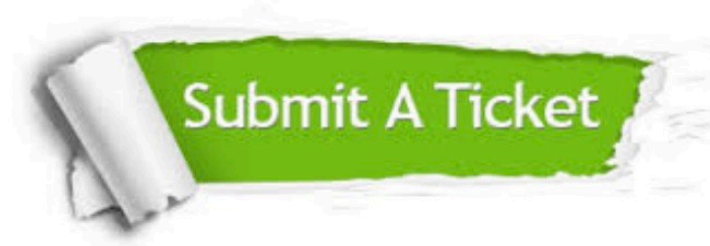
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