



600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

You are about to perform a Tech refresh upgrade for a customer. The customer wants more details about how the historical data is maintained. The customer has two sides each with a router, logger, and HDS-DDS.

Which is the best explanation?

- A. The routers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.
- B. The loggers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.
- C. Each side synchronized its data from the logger using SQL replication.
- D. The HDS-DDSs continuously synchronized the historical data to keep themselves up to date.

Correct Answer: B

QUESTION 2

Which command is used to examine detailed events processes by the router with Cisco UCCE?

- A. showlogs rtr
- B. dumplog router
- C. viewlogs rtr
- D. Dumplog rtr

Correct Answer: D

QUESTION 3

When performing an upgrade to Cisco Unified Contact Center Enterprise solution, which components do not need to be upgraded together during the same maintenance window?

- A. Cisco Unified ICM call router and logger
- B. Cisco Unified ICM call router and administrative workstation
- C. Cisco Unified ICM call router and peripheral gateway
- D. administrative workstation and HDS-DDS

Correct Answer: C

QUESTION 4



In the Cisco UCCE with CVP centralized deployment with single data center, which statement about how to increase the CVP availability is true?

- A. Must have SIP Proxy server to pass messages between the gateways and the CVP servers.
- B. Deploy CVP with N:N redundancy.
- C. Deploy CVP with N+1 redundancy.
- D. Deploy CVP standalone to handle downtime.

Correct Answer: C

QUESTION 5

What is the semantic meaning of the RouterCallKeyDay variable?

- A. It represents a number that uniquely identifies the call during the day it was taken. For example: at midnight it would reset to zero.
- B. It represents a string that corresponds to the day that the call was taken. For example: at midnight it could advance from "Monday" to "Tuesday".
- C. It represents a number that corresponds to the day that the call was taken. For example: at midnight it could increment from 151191 to 151192.
- D. It represents a sequence number used for ordering rows for the same call.
- E. It represents a string that corresponds to a Globally Unique Call Identifier.

Correct Answer: C

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