

600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

With Cisco Finesse, which two options list the two commands to stop and start the Tomcat service? (Choose two.)

- A. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Tomcat
- B. To start the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
- C. To stop the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
- D. To start the Cisco Tomcat service, enter this CLI command: utils start Cisco Tomcat
- E. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Cisco Tomcat
- F. To start the Cisco Tomcat service, enter this CLI command: utils service start Cisco Tomcat

Correct Answer: EF

QUESTION 2

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

QUESTION 3

Which CLI command is run on Cisco Unified Intelligence Center to check database replication?

- A. utils dbreplication status
- B. show dbreplication status
- C. utils replication status
- D. show replication status

Correct Answer: A

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QUESTION 4

With Courtesy Callback, what does it mean to have a value "0" in Maximum Callbacks Per Calling Number?

- A. Courtesy Callbacks start when "0" calls are in the queue.
- B. No Courtesy Callbacks are allowed.
- C. Callbacks have been temporarily suspended for dialed number.
- D. Any number of callbacks are allowed.

Correct Answer: D

Reference: http://128.107.245.145/media/media/LABCCT-2012_UCCE_-_Hands-on-CVVB-And-CVP_features_2.pdf page 52

QUESTION 5

Which two situations can cause the "Send to VRU" to fail within an ICM script for Cisco CVP? (Choose two.)

- A. VRU PIM just got out of service.
- B. No network VRU is configured for the routing client.
- C. Send to originator is not enabled.
- D. Incorrect media file name.
- E. Primary VRU peripheral gateway is out of service.

Correct Answer: AB

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