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## Unified Contact Center Enterprise Implementation(UCCEI)

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**QUESTION 1**

When installing Cisco Unified IP IVR version 4.0(1), which three types of LDAP server information must be configured? (Choose three.)

A. LDAP server type

B. LDAP server host name or IP address

C. Cisco LDAP license file

D. LDAP administrator password

E. LDAP language codec

F. Fully Qualified Domain Name of the LDAP server

Correct Answer: ABD

**QUESTION 2**

When there is a failure of the Cisco Unified Communications Manager CTI Manager service in a high-availability design, a contact center agent with a call in progress sees which behavior with the PIM /LOAD 0 option enabled?

A. High-availability design means that there is no change of behavior visible to the agent.

B. Call remains in progress; however, the CTI Desktop and Cisco IP Phone have no call control. When call completes, the agent\\'s CTI Desktop is set to Not Ready after the failover is completed.

C. Call will be terminated while Cisco IP Phone reregisters to alternate Cisco Unified Communications Manager CTI Manager service.

D. Call remains in progress, but when call completes, the agent\\'s IP Phone reregisters with the backup subscriber and the agent must restart the CTI Desktop software.

Correct Answer: B

**QUESTION 3**

In the Cisco Unified Contact Center Enterprise solution, agent reason and wrap up codes for a CTI OS deployment are configured in which of the following components?

A. Microsoft Windows registry of the agent\\'s desktop computer

B. ICM Configuration Manager on the Admin Workstation

C. Microsoft Windows registry of the CTI OS Server

D. Cisco Desktop Administrator

Correct Answer: C

**QUESTION 4**

In a Cisco Unified Contact Center Enterprise deployment, a trunk group is created in the Cisco Unified ICM Configuration Manager and associated with a peripheral.

The trunk group peripheral number must match which of the following items?

A. Peripheral ID of the Cisco Unified IP IVR Peripheral Gateway PIM

B. Peripheral ID of the Cisco Unified Communications Manager Peripheral Gateway PIM

C. Cisco Unified IP IVR\\'s CTI Port Group Number ID

D. Peripheral Gateway CTI Server Listen Port, which typically is 42027 or 43027

Correct Answer: C

**QUESTION 5**

On the Cisco Unified Contact Center Enterprise Peripheral Gateway, which process would detect a failure between the Peripheral Gateway and the ICM Call Router?

A. OPC

B. PIM

C. MDS

D. PGAGENT

Correct Answer: D

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