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Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

When configuring the translation route for a Cisco Unified Contact Center Enterprise solution, which of the following configuration statements is correct?

A. The Cisco Media Control Group ID must match the Trunk Group Peripheral ID.

B. The Post-Route Translation Application ID must match the Trunk Group Peripheral ID.

C. The JTAPI Call Control Group ID must match the Trunk Group Peripheral ID.

D. The Trunk Group Peripheral ID must match the first JTAPI Trigger associated with Post- Route Translation Application ID.

Correct Answer: C

QUESTION 2

Which item is not used in configuring a Cisco ICM VRU PIM on the Peripheral Gateway?

A. instance name

B. peripheral ID

C. VRU connection port

D. heartbeat interval

Correct Answer: A

QUESTION 3

In the Cisco Unified Contact Center Enterprise Outbound Option, how are records to dial input into the Campaign Manager tool?

A. The Outbound Import rule defines an ODBC connection to an external database to pull contact records to dial.

B. Contact records can be imported only once per campaign via Microsoft Excel Spreadsheet.

C. Contact records are provided in flat files on the Logger A machine for import.

D. Users can manually enter contacts to dial in the Campaign Manager Contacts List tool.

Correct Answer: C

QUESTION 4

In a Cisco Unified Contact Center Enterprise design with a Cisco Unified Communications Manager cluster with three nodes:

Publisher (PUB)

Subscriber 1 (Sub1)

Subscriber 2 (Sub2)

For 500 agents with 1:1 redundancy option, PG A and B connect to Sub1 and Sub2 respectively.

Which is the proper configuration of device pools and the Cisco Unified Communications Manager groups for redundancy?

A. Device Pool 1 (CCM Group1 - Sub1, Sub2) Device Pool 2 (CCM Group2 - Sub2, Sub1)

B. Device Pool 1 (CCM Group1 - Pub, Sub1) Device Pool 2 (CCM Group 2 - Pub, Sub2)

C. Device Pool 1 (CCM Group1 - Sub1, Sub2) Device Pool 2 (CCM Group 2 ?Sub1, Sub2)

D. Device Pool 1 (CCM Group1 - Pub, Sub2) Device Pool 2 (CCM Group 2 - Pub, Sub1)

Correct Answer: A

QUESTION 5

Which two statements are correct when configuring device targets in a Cisco Unified Contact Center Enterprise solution? (Choose two.)

A. The correct configuration parameter for a device target is /devtype 7961 /dn 7901, where 7901 is the extension of the agent phone.

B. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 02000, where 02000 is the agent ID.

C. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 22000, where 22000 is the extension of the agent phone.

D. The correct configuration parameter for a device target is /devtype CiscoPhone /dn 22000, where 22000 is the extension of the agent ID.

E. Device targets are not configured when using a System PG.

F. Device targets are not configured when using a Cisco Unified Communications Manager PG.

Correct Answer: CE

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