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Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

In a Cisco Unified Contact Center Enterprise system with redundant Cisco Unified IP IVRs deployed, how should the IP IVRs be configured?

A. with both IP IVRs pointed to two of the Cisco Unified Communications Manager subscribers on the cluster using different Application User names

B. with both IP IVRs pointed to dedicated Cisco Unified Communications Manager subscribers on the cluster using different Application User names, each pointing to their own subscriber

C. with both IP IVRs pointed to dedicated Cisco Unified Communications Manager subscribers on the cluster using the same Application User names, each pointing to their own subscriber

D. with each IP IVR pointed to two of the Cisco Unified Communications Manager subscribers on the cluster using the same Application User names

Correct Answer: A

QUESTION 2

Refer to the exhibit.

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

CISCO

System ▼   Call Routing ▼   Media Resources ▼   Voice Mail ▼   Device ▼

Application User Configuration

💾 Save   ❌ Delete   📄 Copy   ➕ Add New

── **Application User Information** ──────────────

User ID*   jtapiuser_1

Password   ••••••••••••••••••••••••••••••••••

Confirm Password   ••••••••••••••••••••••••••••••••••

Digest Credentials

Confirm Digest Credentials

Presence Group*   Standard Presence group

☐ Accept Presence Subscription
☐ Accept Out-of-dialog REFER
☐ Accept Unsolicited Notification
☐ Accept Replaces Header

── **Device Information** ──────────────

Available Devices   00
                      AATest
                      AATestASR
                      CTIP_4003
                      CTIP_4005

                      ⌄ ⌃

Controlled Devices   CTIP_3101
                      CTIP_3102
                      CTIP_3103
                      CTIP_3104
                      CTIP_3105

Which the following is true based on this Cisco Unified Communications Manager Application User Configuration information?

A. The CTI ports "CTIP_4003" and "CTIP_3101" are not monitored by this application user.

B. The User ID "jtapiuser_1" is the default ID for the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway user.

C. The password is invalid because the password field only accepts 32 characters.

D. The "AATestASR" device is not monitored by this application user.

Correct Answer: D

QUESTION 3

When configuring the private Ethernet card for a Cisco Unified ICM Peripheral Gateway, what is the correct way to set up the TCP/IP default gateway?

A. Multiple default gateways are configured in the Advanced tab of TCP/IP Properties for the private network connection.

B. Network Interface Card teaming is used so no default gateway needs to be configured.

C. A persistent static route is used for configuring the private network\\'s default gateway.

D. The default gateway must be configured and available on the network prior to configuring the private network connection.

Correct Answer: C

QUESTION 4

The Cisco Unified Contact Center Enterprise solution supports SIP-based trunks and services for inbound calls. In a SIP trunk deployment, which statement is true?

A. All inbound SIP calls must be delivered as G.711 with no compression.

B. Cisco requires the Cisco Unified Border Element to act as a Session Border Controller between the carrier SIP trunk and the customer voice network.

C. Cisco Unified IP IVR requires additional MTP resources in a SIP deployment.

D. Cisco Unified IP phones must use the SIP protocol, not SCCP, when used with SIP trunk services.

Correct Answer: B

QUESTION 5

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 SQL facility

D. ICM Windows instance

E. ICM instance

F. ICM agent users

Correct Answer: ABE

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