

500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Which option is needed to "user.microapp.media_server=http://mediaserver value on ICM scripts prior to release of 10.x?

- A. Mapping an IP address to hostname on Cisco UCCE
- B. CVP to route calls to "mediaserver"
- C. No default "mediaserver" in CVP configuration
- D. Mapping an IP address to hostname on VXML gateway

Correct Answer: D

QUESTION 2

Which three devices show an operating status within Cisco CVP OAMP control center? (Choose three.)

- A. VXML gateway
- B. Cisco Unified CVP reporting server
- C. Cisco Unified CVP VXML server
- D. SIP proxy server
- E. Cisco Unified Communications Manager
- F. Cisco Unified Contact Center Enterprise server
- G. Cisco Unified CVP call server

Correct Answer: BCG

QUESTION 3

Which option about the Cisco UCCE heartbeat interval and maximum number of missed heartbeats allowed between duplexed sides over the private network is true?

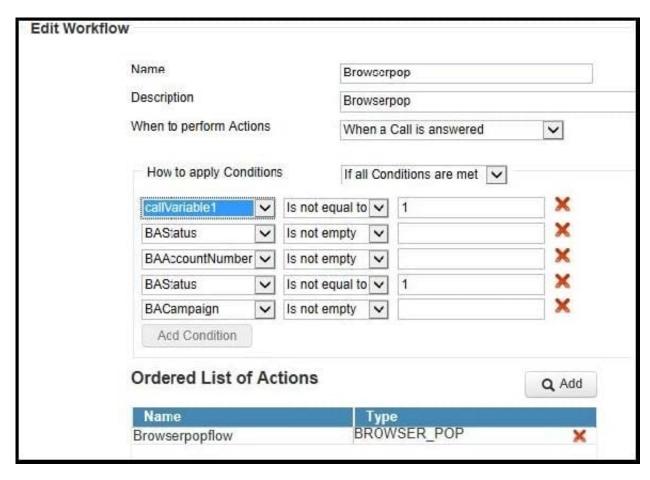
- A. 100 ms, 3 heartbeats
- B. 400 ms, 3 heartbeats
- C. 400 ms, 5 heartbeats
- D. 100 ms, 5 heartbeats



Correct Answer: D

QUESTION 4

Refer to the exhibit.



In Cisco Finesse 10.0 and beyond, a workflow is created for an Outbound Option call. Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?

- A. callVariable1 is not equal to 1.
- B. BAStatus is not empty.
- C. BAAccountNumber is not empty.
- D. BAStatus is not equal to 1.
- E. BACampaign is not empty.

Correct Answer: B



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QUESTION 5

Within Cisco Unified I	CM, which process	handles communicat	ion between the rout	er and peripheral	gateway
components?					

A. dbagent

B. opcs

C. ccagent

D. mds

Correct Answer: C

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