

500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise
(UCCEIS)

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QUESTION 1

On a VXML gateway with Cisco CVP, which Cisco IOS application service specifies the number of significant digits that are expected to be prepended to the dialed number?

- A. bootstrap.tcl
- B. ringtone.tcl
- C. Bootstrap.vxml
- D. handoff.tcl

Correct Answer: A

QUESTION 2

Which CVP dial number patterns are needed on a Cisco Packaged Contact Center Enterprise deployment prior to release 11.x?

- A. dialed number, network VRU, ring back, error
- B. agent device, network VRU, ringtone, survivability
- C. agent device, CUCM VRU, ringtone, survivability
- D. agent device, network VRU, ringtone, error

Correct Answer: D

QUESTION 3

In the Cisco UCCE solution, which process is responsible for peer-to-peer synchronization?

- A. router
- B. opc
- C. ccagent
- D. mds

Correct Answer: D

QUESTION 4

Using queuing at the edge with SigDigits, which option describes what "param sigdigits 3" on the bootstrap service accomplishes?

- A. Prefix three digits to the dialed number at the end.
- B. Suffix three digits to dialed number.
- C. Truncate three digits from dialed number.
- D. Consider only the first three digits from the dial number.

Correct Answer: C

QUESTION 5

Which option is needed 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

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