

# 500-450<sup>Q&As</sup>

Implementing and Supporting Cisco Unified Contact Center Enterprise  
(UCCEIS)

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**QUESTION 1**

With Courtesy Callback, what does it mean to have a value "0" in Maximum Callbacks Per Calling Number?

- A. Courtesy Callbacks start when "0" calls are in the queue.
- B. No Courtesy Callbacks are allowed.
- C. Callbacks have been temporarily suspended for dialed number.
- D. Any number of callbacks are allowed.

Correct Answer: D

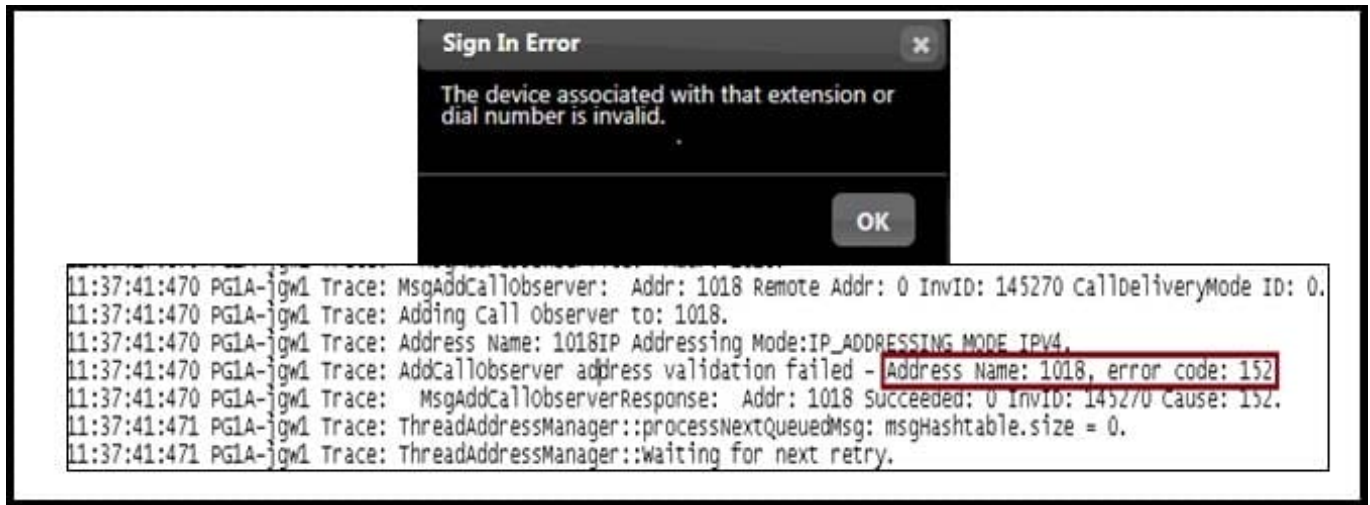
Reference:

[http://128.107.245.145/media/media/LABCCT-2012\\_UCCE\\_-\\_Hands-on-CVVB-And-CVP\\_features\\_2.pdf](http://128.107.245.145/media/media/LABCCT-2012_UCCE_-_Hands-on-CVVB-And-CVP_features_2.pdf)

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**QUESTION 2**

Refer to the exhibit.



In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging into the desktop. The error message highlighted has been found in the CTI Jgw1 log file. Which option describes the likely cause of this error?

- A. MAC address of the phone not associated with PG user.
- B. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.
- C. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.
- D. Phone Join Across Lines feature is enabled.

E. Phone IPv6 feature is enabled.

Correct Answer: D

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### QUESTION 3

Which two statements about installation and deployment of Cisco UCCE VMs on VMware ESXi hosts are true? (Choose two.)

- A. You cannot enable hyper-threading at the hypervisor level.
- B. Disable hyper-threading, but you can over-subscribe the vCPU and vRAM.
- C. Enable hyper-threading at the Guest OS level.
- D. Enable hyper threading at the hypervisor level.
- E. Enable hyper-threading at the hypervisor level, but you cannot over-subscribe the vCPU and vRAM.

Correct Answer: AC

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### QUESTION 4

Which Cisco Finesse CLI command provides the license MAC address?

- A. show network detail
- B. show net details
- C. show net status
- D. show network status
- E. show status

Correct Answer: E

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### QUESTION 5

Which three rules apply when configuring agent teams? (Choose three.)

- A. An agent team can have multiple primary supervisors but can only be a member of one teams.
- B. All agents that belong to an agent team and all supervisors for that agent team must be on the same peripheral.
- C. An agent can be a member of only one agent team.

D. An agent team can have only one primary supervisor.

E. An agent team can have only one primary supervisor but can be a member of multiple teams.

F. An agent team can have multiple primary supervisors.

Correct Answer: BCD

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