Vendor: Cisco

Exam Code:500-450

Exam Name: Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

Version: Demo

QUESTION 1

Which four items does the Cisco Finesse administrative application allow administrators to configure? (Choose four.)

A. connections to the CTI OS server and the Administration and Data server database

B. cluster settings for VOS replication

C. ready and login reason codes

D. wrap-up reasons and phonebooks

E. workflows and workflow actions

F. call variable and ECC variable layout

G. desktop layout and conference resources

H. upload third-party gadgets

Correct Answer: BDEF

QUESTION 2

In the Cisco Unified Contact Center Enterprise solution, if the private network fails but the visible network is still operational, which statement is true?

A. The system stops routing calls because it cannot function without a private network.

B. The private network data is rerouted automatically over the visible network.

C. Both call routers go active and attempt to split the system until the private network is restored.

D. The system continues to operate but with only one call router in simplex mode.

Correct Answer: D

QUESTION 3

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 4

When configuring the Cisco CVP Courtesy Callback feature in the ingress and VXML gateway, which configuration is needed to ensure that SIP is set up to forwards SIP INFO messaging.

A. signaling forward unconditional

B. signaling forward conditional

C. signaling forward conditional sip info

D. signaling forward unconditional sip info

E. signaling sip forward unconditional

Correct Answer: A

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 User Group policy

D. ICM Security policy

E. ICM instance

F. ICM agent users

Correct Answer: ABE

QUESTION 6

Which two ICM scripting nodes support dynamic setting? (Choose two.)

A. Percent Allocation

B. Precision Queue

C. Skill Group

D. Peripheral gateway

E. Call Type

Correct Answer: BE

QUESTION 7

Which option lists what the Security Wizard configures with Cisco UCCE?

A. Windows Firewall and IPsec configuration

B. VPN configuration and IPsec configuration

C. Windows Firewall and SQL hardening

D. IPsec configuration and anti-virus exception

Correct Answer: C

QUESTION 8

The customer is using Cisco Unified Intelligence Center on a virtual machine and reports that the license has become invalid.
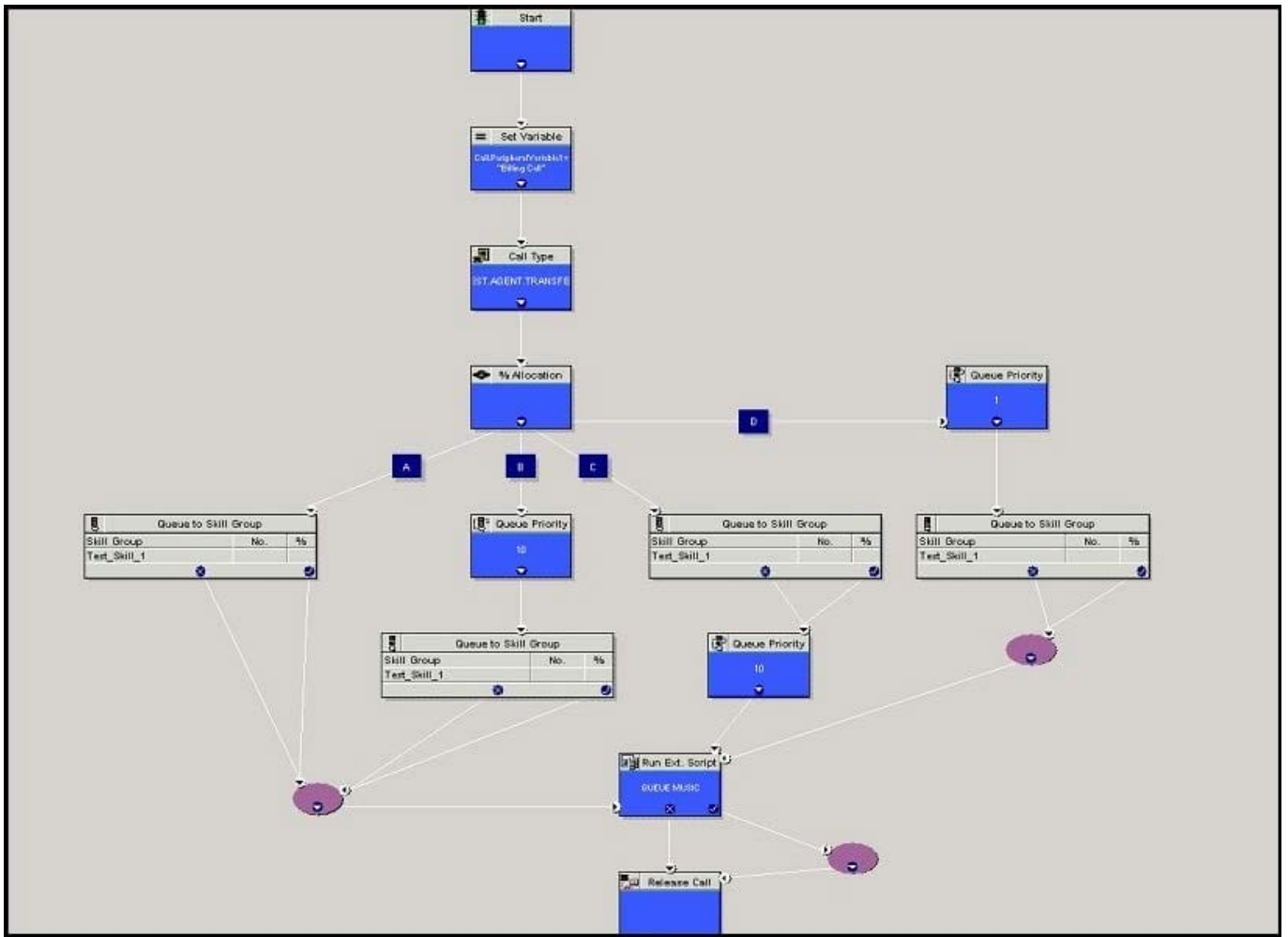
Which three options can cause this problem?

A. Cisco Unified Intelligence Center Publisher is not in service.

B. IP address was changed.

C. Time zone was changed.

D. Number of historical reports exceeded the system limits.

E. Hostname was changed.

F. Secondary DNS was changed.

Correct Answer: BCE

QUESTION 9

Refer to the exhibit.

Four calls enter the script in the exhibit but are queued due to no agents being available. Assume that the calls are equally distributed across the A, B, C, and D path in that order using the % Allocation Node and that the Queue to Skill Group Node priority is left at its default setting.

Which call is answered first?

A. The call that traversed through the A path.

B. The call that traversed through the B path.

C. The call that traversed through the C path.

D. The call that traversed through the D path.

Correct Answer: A

QUESTION 10

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

QUESTION 11

Which option is needed to configure "user.microapp.media_server="http://mediaserver" value on Cisco Unified Contact Center Enterprise scripts?

A. Cisco Unified Customer Voice Portal to route calls to "mediaserver"

B. mapping an IP address to hostname on Cisco Unified Contact Center Enterprise

C. mapping an IP address to hostname on VXML gateway

D. no default "mediaserver" in Cisco Unified CVP configuration

Correct Answer: C

QUESTION 12

Which two statements about when you install/deploy Cisco Unified Contact Center Enterprise VMs on VMware ESXi hosts are true? (Choose two.)

A. You can enable hyper-threading at the hypervisor level.

B. You cannot enable hyper-threading, but you can over-subscribe the vCPU and vRAM.

C. You can enable hyper-threading at the Guest OS level.

D. You can enable hyper-threading at the hypervisor level, but you cannot over-subscribe the vCPU and vRAM.

E. You cannot enable hyper-threading at the hypervisor level.

Correct Answer: CE