Cisco

Exam Questions 600-460

UCCEIS Implementing and Supporting Cisco Unified Contact Center Enterprise
1. 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

Answer: C

2. Which three methods ensure that Cisco Unified Contact Center Enterprise route requests that experience unexpected scripting conditions are counted as default-routed rather than errors in call type reports? (Choose three.)

A. Test your scripts to ensure that all routing logic is correct.

B. Configure default labels for each dialed number using the Configuration Manager.

C. Include a Termination node with Termination type of default label for all scripts in which there is some unexpected input.

D. In all routing scripts, account for failure by creating a path for calls that encounter unexpected conditions.

E. Configure default labels for each skill group using the Configuration Manager.

F. In all routing scripts, account for failure by triggering one of the congestion control features to handle the call.

Answer: B,C,D

3. In the Cisco Unified Contact Center Enterprise solution, what is affected when utilizing significant digits?

A. which VXML gateway the call is placed in

B. determines how many digits of the dialed number are significant

C. external phone number CallerID

D. agent ACD extension length

Answer: A

4. Which statement about administrative scripts in the Cisco Unified Contact Center Enterprise solution is true?

A. Administrative scripts can run more than one time per second.

B. Administrative scripts must be associated with a call type.

C. Administrative scripts can use a DB Lookup node.

D. Administrative scripts can use an ICM Gateway node.

Answer: C

5. Which two microapps can capture DTMF from the caller in the Cisco Unified Customer Voice Portal environment? (Choose two.)

A. Play Media & Get Speech

B. Get Speech & Menu

C. Menu & Play Media

D. Menu & Get Digits

Answer: B,D

6. Which Cisco Unified ICM Admin Workstation tool provides a live stream of errors as they are reported by the router?

A. Diagnostic Framework Portico

B. Script Editor

C. RTTest

D. Router Log Viewer

Answer: D

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7. Which option lists what the Security Wizard configures with Cisco Unified Contact Center Enterprise?

A. Windows Firewall, network isolation, and SQL hardening
B. Windows Firewall, IPsec configuration, and gateway security
C. network isolation, IPsec configuration, and Windows configuration
D. VPN configuration, IPsec configuration, and NAT configuration

Answer: A

8. Which tool is available to expand the size of Cisco Unified ICM databases?

A. Microsoft SQL Studio
B. DBExpand
C. database sizing utility
D. ICMDBA

Answer: D
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