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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which sync job runs every 10 minutes to bring back the OUT_OF_SYNC machine to the IN_SYNC state?

A. OnDemand

B. Automated differential

C. Push

D. Manual differential

Correct Answer: B

The sync job that runs every 10 minutes to bring back the OUTOFSYNC machine to the IN_SYNC state is the Automated Differential sync job. This job compares the configuration files on the primary and secondary servers, copies the changes from the primary to the secondary, and then executes the configuration commands to bring the secondary server into the same state as the primary. The Manual Differential sync job is a similar process, but it requires user intervention to manually select the changes that need to be synchronized from the primary to the secondary server. The OnDemand sync job is a one-way process that pushes the configuration from the primary server to the secondary server, and the Push sync job is a one-way process that pushes the configuration from the secondary server to the primary server.

QUESTION 2

Which sync is triggered when an administrator performs any create, update, or delete operation on a specific configuration item?

A. Automated differential

B. Push

C. Manual differential

D. OnDemand

Correct Answer: B

The sync that is triggered when an administrator performs any create, update, or delete operation on a specific configuration item is Push. Push is a synchronization method that allows administrators to trigger synchronization of changes to a

specific configuration item, such as a device or service, and to any related configuration items. Push synchronization is triggered immediately, and can be used to quickly synchronize all changes to a specific configuration item.

References:

[1] https://www.cisco.com/c/en/us/td/docs/net_mgmt/network_automation_and_programma bility/one_plus/b_one_plus_getting_started/b_one_plus_getting_started_chapter_01.html

[2] https://www.cisco.com/c/en/us/td/docs/net_mgmt/smart_software_manager/one/2-2/user_guide/b_one_user_guide_ 22/b_one_user_guide_22_chapter_01.html

QUESTION 3

Which three statements describe fails in the high availability of Cisco Unified Intelligent Contact Management central controller? (Choose three.)

A. If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.

B. If the private LAN fails, the Peripheral Gateways are used to help determine the active call router side of the duplex pair.

C. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side

D. If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN.

E. There is no impact on call processing during a Cisco Unified ICM Logger failure.

F. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully.

Correct Answer: ADF

A: When ICM Logger side A fails, ICM call router side B can\\'t send historical information to ICM Logger side A and is limited to ICM Logger side B. This is because ICM loggers act as a buffer between ICM call routers and the historical data

store, and if one side fails, the other side can\\'t send historical data to it.

(Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_en terprise/icm_enterprise_10_5/installation/guide/icm_install/icm_high.html)

D: If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN. This is because ICM call routers

communicate with each other over a private LAN using heartbeats. If one ICM call router stops sending heartbeats, the other ICM call router knows that it has failed and takes over the processing of calls.

(Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_en terprise/icm_enterprise_10_5/installation/guide/icm_install/icm_high.html)

F: During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully. This is because when a Cisco Unified ICM call router fails,

the surviving ICM call router takes over the processing of calls. This can cause calls in progress in Cisco Unified CVP to be disconnected, but new calls will be processed successfully.

(Reference:https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_en terprise/icm_enterprise_10_5/installation/guide/icm_install/icm_high.html)

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/ express_8_5/design/guide/icm85des/icm85des_chap_01.html

[2] https://www.cisco.com/c/ en/us/support/docs/unified-communications/unified-contact-center-enterprise

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QUESTION 4

Which service is used to provide authorization between the Identity Provider (IdP) and application?

A. SAML

B. OAuthv2

C. Active Directory Federation Services (ADFS)

D. Identity Service (IdS)

Correct Answer: B

The service used to provide authorization between the Identity Provider (IdP) and application is OAuthv2. OAuthv2 is an open standard for authorization that enables applications to securely access resources from an IdP without having to manage the user credentials. OAuthv2 provides the IdP with the ability to grant limited access to its resources without having to share the user\\'s credentials. Active Directory Federation Services (ADFS) and SAML are also commonly used for authorization, but OAuthv2 is the most widely used protocol for providing authorization between an IdP and an application.

QUESTION 5

How are remote sites added?

A. PG Setup

B. Initialization Wizard

C. SPOG interface

D. Websetup

Correct Answer: B

Remote sites can be added by using the Initialization Wizard. The Initialization Wizard is a utility that is used to configure the Packaged CCE system, including adding remote sites and configuring the call routing scripts [1]. It is launched by running the pg_setup.exe program and then selecting the Add Remote Sites option. This will initiate a setup wizard that will guide you through the process of adding remote sites.

1. Cisco Packaged Contact Center Enterprise Features Guide Release ...
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/p
cce_11_5_1/maintenance/Guide/PCCE_BK_P5F

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