

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

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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## QUESTION 1

Which option about the ICM heartbeat interval and maximum number of missed heartbeats allowed between duplexed sides over the private network is true?

- A. 100 ms, 3 heartbeats
- B. 100 ms, 5 heartbeats
- C. 400 ms, 3 heartbeats
- D. 400 ms, 5 heartbeats
- E. The heartbeat interval and maximum missed heartbeats settings can be customized by a system administrator

Correct Answer: B

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## QUESTION 2

A new gateway was added to the Cisco CVP in a comprehensive deployment and calls are failing with error “403 forbidden”.

What is the possible cause?

- A. Gateway cache requires a reset.
- B. Toll Fraud security is not configured correctly.
- C. Gateway authentication has not been configured.
- D. Gateway IP has been blacklisted.

Correct Answer: B

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## QUESTION 3

Which two situations can cause the “Send to VRU” to fail within an ICM script for Cisco CVP? (Choose two.)

- A. VRU PIM just got out of service.
- B. No network VRU is configured for the routing client.
- C. Send to originator is not enabled.
- D. Incorrect media file name.
- E. Primary VRU peripheral gateway is out of service.

Correct Answer: AB

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## QUESTION 4

Which option lists the minimum extended call variables that are needed for Cisco Unified Customer Voice Portal Agent Greetings?

- A. user.ToExtVXML, user.app\_media\_lib, user.input\_type
- B. user.microapp.ToExtVXML, user.microapp.app\_media\_lib, user.microapp.input\_type
- C. user.microapp.FromExtVXML, user.microapp.app\_media\_lib, user.microapp.input\_type
- D. user.microapp.ToExtVXML, user.microapp.app.media\_Server, user.microapp.locale
- E. user.microapp.FromExtVXML, user.microapp.app.media\_Server, user.microapp.input\_type

Correct Answer: B

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## QUESTION 5

Which tool is used to expand the size of Cisco UCCE databases?

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

Correct Answer: D

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