

500-450^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

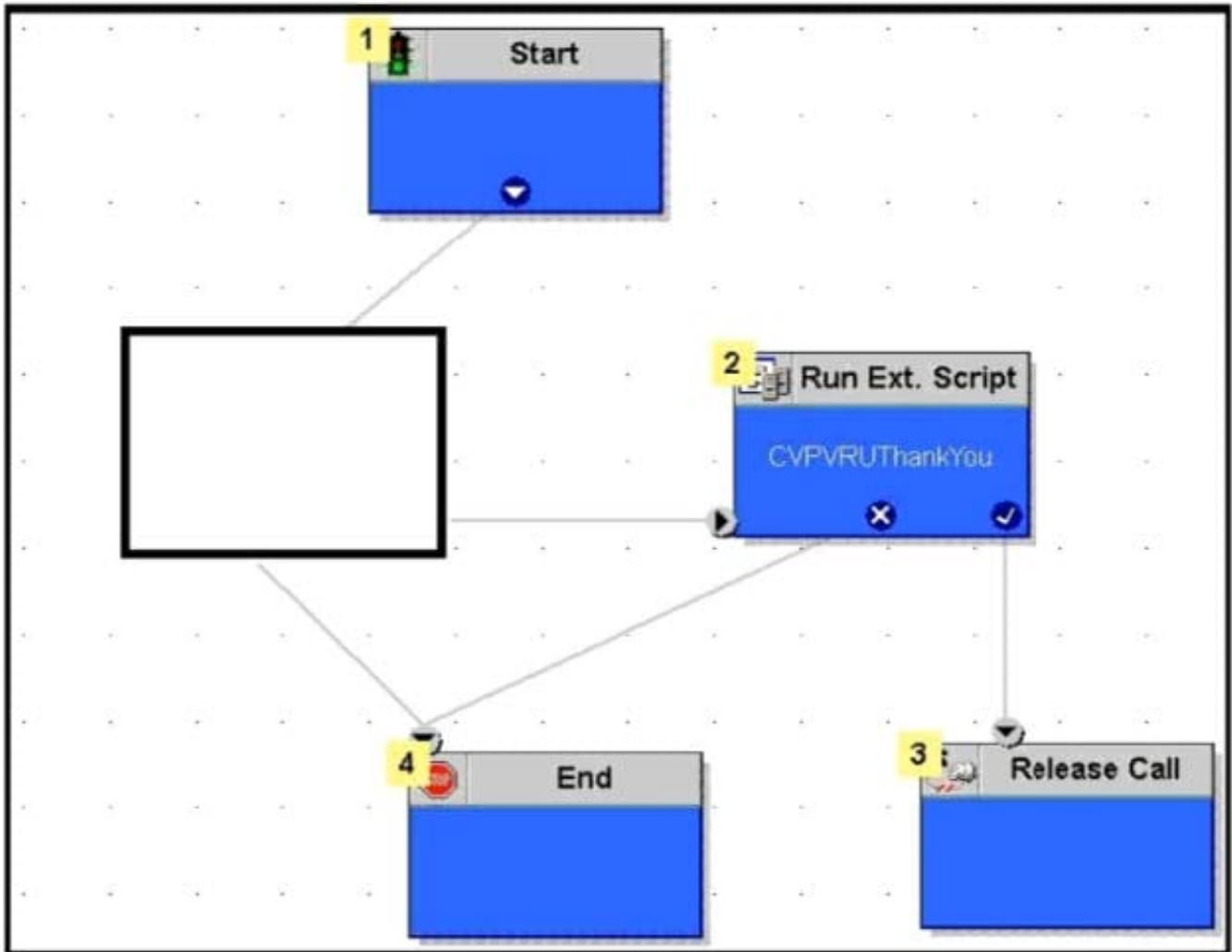
What is the maximum number of agents that can be configured within Cisco packaged Contact Center Enterprise up to release 10.5?

- A. 76,000
- B. 500
- C. 1000
- D. 2000
- E. 6000

Correct Answer: E

QUESTION 2

Refer to the exhibit.



In Cisco UCCE Outbound Option when configuring transfer to IVR campaign, which two nodes can be used in the routing script to transfer the call to an external script (CVP VXML application)? (Choose two.)

- A. Go to Script node
- B. Send to VRU node
- C. Queue to Skill Group node
- D. Translation Route to VRU node
- E. Route Select node

Correct Answer: BD

QUESTION 3

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

QUESTION 4

In Cisco UCCE 10.0(x) Outbound Option, the Routing and Administrative scripts are needed for the solution to work properly.

Which two statements describe the functionality of the Administrative script? (Choose two.)

- A. transfers a call to IVR as a part of IVR campaign
- B. transfers a call to IVR or Non-IVR for Answering machine or abandon calls
- C. controls a percentage of agents to be used in a campaign skill group
- D. reserves agents for specific outbound campaign
- E. enables and disables skill group for an outbound campaign

Correct Answer: CE

QUESTION 5

In the Cisco UCCE solution, which process is responsible for peer-to-peer synchronization?

- A. router
- B. opc
- C. ccagent
- D. mds

Correct Answer: D

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