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Implementing and Supporting Cisco Unified Contact Center Enterprise
(UCCEIS)

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QUESTION 1

Within Cisco UCCE, which process handless communication between the router and peripheral gateway components?

A. dbagent

B. ccagent

C. opcs

D. mds

Correct Answer: B

QUESTION 2

Refer to the exhibit.

In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging in to the desktop. The error message highlighted has been found in the Jgw1log file.

Which option describes the likely cause of this error?

A. MAC address of the phone not associated with PG user.

B. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.

C. In the peripheral gateway, Agent Phone Line Control not set to "All Lines".

D. Phone Join Across Lines feature is enabled.

E. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.

Correct Answer: B

QUESTION 3

Which two methods ensure that Cisco UCCE route requests that experience unexpected scripting conditions are counted as default –routed rather than errors in call type reports? (Choose two.)

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

B. Use script end node instead of release call.

C. Configure default labels for each skill group.

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

E. Configure default labels for each dialed number.

Correct Answer: AE

QUESTION 4

Which two options are prerequisites for the Cisco Finesse Platform installation wizard to succeed? (Choose two.)

A. HTTPS redirect disabled

B. Access to a Network Time Protocol server

C. Access to the Internet

D. Preconfigured domain name server and have set up forward and reverse DNS resolution

E. AWDB database configured and online

F. Cisco Finesse HTTPS redirect enabled

Correct Answer: BD

QUESTION 5

Which command is used to check the replication status of a Cisco Unified Intelligence Center cluster?

A. show dbreplication status

B. utils dbreplication summary

C. utils dbreplication runtimestate

D. utils dbreplication

Correct Answer: C

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