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QUESTION 1

Which two statements about Cisco CVP Whisper Announcements are true? (Choose two.)

A. The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.

B. As an option, set the dial plan with 9191*.

C. The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.

D. The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.

E. As an option, set the dial plan with 9292*.

Correct Answer: BC

QUESTION 2

Which three options dictate that MicroApps are not sufficient and require Call Studio for Call Flow scripting? (Choose three.)

A. Courtesy Callback

B. recording a .wav file

C. FTP a file

D. Emergency Contact Center closure

E. agent whisper

F. IVR Outbound option

G. agent greeting

Correct Answer: ABC

QUESTION 3

Which two actions are needed to enable VXML application detail reporting? (Choose two.)

A. Enable reporting for CVP VXML Server as well as VXML Application detail.

B. Deploy CVP reporting server then associate CVP Call Server to the CVP reporting server.

C. Set user.vxml_detail_rpt_Serv to value 1.

D. Set user.vxml_detail_rpt_Serv to value 0.

E. Enable Report Data Exclusive Filtering.

Correct Answer: AB

QUESTION 4

Which three devices show an operating status within Cisco CVP OAMP control center? (Choose three.)

A. VXML gateway

B. Cisco Unified CVP reporting server

C. Cisco Unified CVP VXML server

D. SIP proxy server

E. Cisco Unified Communications Manager

F. Cisco Unified Contact Center Enterprise server

G. Cisco Unified CVP call server

Correct Answer: BCG

QUESTION 5

When using the Play Media micro-application, which parameter automatically generates the media file name for an agent greeting?

A. -g

B. -a

C. -aa

D. -ag

Correct Answer: B

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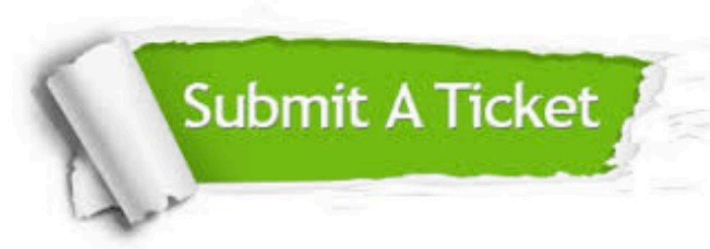
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