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QUESTION 1

Which CVP dial number patterns are needed on a Cisco Packaged Contact Center Enterprise deployment prior to release 11.x?

- A. dialed number, network VRU, ring back, error
- B. agent device, network VRU, ringtone, survivability
- C. agent device, CUCM VRU, ringtone, survivability
- D. agent device, network VRU, ringtone, error

Correct Answer: D

QUESTION 2

Cisco UCCE is deployed with Cisco Finesse and you make changes to CTI Server or UCCE Administration. Which service must be restarted for changes to take effect?

- A. Cluster Manager
- B. Cisco Dirsync
- C. Cisco Finesse Tomcat
- D. System Application Agent
- E. Cisco DB

Correct Answer: C

QUESTION 3

Which two options affect the Ring No Answer behavior of the agent with the Cisco UCCE Solution and Cisco CVP? (Choose two.)

- A. CVP transfer timeout timer setting
- B. Agent Desktop Ring No Answer time setting
- C. Target Require
- D. Cisco Unified Communications manager unattended port setting
- E. Consider-IF in a precision queue step

Correct Answer: BC



QUESTION 4

Refer to the exhibit.

```
Outbound Option Dialer
nodeman.exe : ██████████
nmm.exe : ██████████
baDialer_SIP.exe : [out9 DialerBADialer-A] [CM-A] [CTA-A] [Ports C:19R:19B:0] [MR-A] [SIP-A] : ██████████
```

In a Cisco UCCE 10.0 Outbound Option with SIP dialer, you check the status of the Dialer process from Diagnostic framework portico.

What does the circled message `R` represent?

- A. ready ports
- B. customer instance name
- C. reserved ports
- D. configured ports
- E. telephony port status

Correct Answer: A

QUESTION 5

Refer to the exhibit.

Sign In Error
The device associated with that extension or dial number is invalid.
OK

```
11:37:41:470 PGIA-jgw1 Trace: MsgAddCallObserver: Addr: 1018 Remote Addr: 0 InVID: 145270 CallDeliveryMode ID: 0.
11:37:41:470 PGIA-jgw1 Trace: Adding Call observer to: 1018.
11:37:41:470 PGIA-jgw1 Trace: Address Name: 1018 SIP Addressing Mode: IP_ADDRESSING_MODE_IPV4.
11:37:41:470 PGIA-jgw1 Trace: AddCallObserver address validation failed - Address Name: 1018, error code: 152
11:37:41:470 PGIA-jgw1 Trace: MsgAddCallObserverResponse: Addr: 1018 Succeeded: 0 InVID: 145270 Cause: 152.
11:37:41:471 PGIA-jgw1 Trace: ThreadAddressManager::processNextQueuedMsg: msgHashtable.size = 0.
11:37:41:471 PGIA-jgw1 Trace: ThreadAddressManager::waiting for next retry.
```

In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging into the desktop. The error message highlighted has been found in the CTI Jgw1 log 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. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.
- D. Phone Join Across Lines feature is enabled.
- E. Phone IPv6 feature is enabled.

Correct Answer: D

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