600-460 Q&As

Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

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

QUESTION 4

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

A. agent greeting

B. Courtesy Callback

C. Video prompt

D. recording a.wav file

E. agent whisper

F. IVR Outbound option

Correct Answer: BCD

QUESTION 5

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

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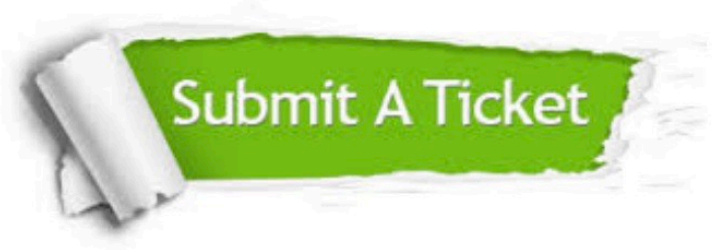

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