



600-460^{Q&As}

Implementing and Supporting Cisco Unified Contact Center Enterprise

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QUESTION 1

Which option lists what the Security Wizard configures with Cisco UCCE?

- A. Windows Firewall and IPsec configuration
- B. VPN configuration and IPsec configuration
- C. Windows Firewall and SQL hardening
- D. IPsec configuration and anti-virus exception

Correct Answer: C

QUESTION 2

Which two things can cause the "Send to VRU" to fail within an ICM script for Cisco Unified Customer Voice Portal?
(Choose two.)

- A. No network VRU is configured for the routing client.
- B. VRU PIM just got out of service.
- C. Incorrect media file name.
- D. Send to originator is not enabled.
- E. Primary VRU peripheral gateway is out of service.

Correct Answer: AB

QUESTION 3

Within Cisco Unified ICM, which process handles communication between the router and peripheral gateway components?

- A. dbagent
- B. opcs
- C. ccagent
- D. mds

Correct Answer: C

QUESTION 4

In the Cisco Unified Contact Center Enterprise solution, if the private network fails but the visible network is still



operational, which statement is true?

- A. The system stops routing calls because it cannot function without a private network.
- B. The private network data is rerouted automatically over the visible network.
- C. Both call routers go active and attempt to split the system until the private network is restored.
- D. The system continues to operate but with only one call router in simplex mode.

Correct Answer: D

QUESTION 5

Which Cisco Finesse CLI command provides the license MAC address?

- A. show network detail
- B. show net details
- C. show net status
- D. show network status
- E. show status

Correct Answer: E

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