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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