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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which account does PCCE wizard use for logins to access the appropriate server and enable interfaces, databases, and protocols?

A. Setup login

B. Windows login

C. Local administrator login

D. Service Account login

Correct Answer: D

The PCCE wizard uses a Service Account login to access the appropriate server and enable interfaces, databases, and protocols. This Service Account is a Windows account that has specific privileges, such as the ability to access the server and configure the various components of PCCE. The other options, Setup login, Windows login, and Local administrator login, are incorrect.

QUESTION 2

What should be deployed to provide a web-based administrative interface even though Unified CCE provides Configuration Manager as the legacy User Interface for administrators?

A. WebSetup

B. Contact Centre Management Portal (CCMP)

C. LDAP Plugin

D. Single Pane of Glass (SPOG)

Correct Answer: D

Single Pane of Glass (SPOG) is a web-based administrative interface that provides administrators with an intuitive and unified view of the entire contact center environment. It is designed to provide administrators with a single interface to manage all aspects of the contact center, including agents, skills, queues, and reports. SPOG provides a more user-friendly interface than the legacy Configuration Manager, making it easier for administrators to manage the contact center environment. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/spog/10_5_1/cce _b_spog-admin-guide-1051.html

QUESTION 3

Which type of machine will run an automated deferred sync job?

A. Principal AW machine

B. AW client machine

C. Secondary AW machine

D. AW/HDS machine

Correct Answer: D

An AW/HDS machine is a hybrid of an AW client machine and a Secondary AW machine, and it is used to run automated deferred sync jobs. These jobs are typically used to transfer data between two or more AW machines, and the AW/HDS

machine acts as the intermediary, making sure that all of the data is kept up-to-date and in sync.

References:

[1] https://www.oracle.com/webfolder/technetwork/tutorials/obe/fmw/oim/11gR2-PS3/OIM_11gR2_PS3_Installation/OIM _11gR2_PS3_Installation_Step2.html

[2] https://doc s.oracle.com/cd/E24628_01/doc.121/e28814/config_hds_aw.htm

[3] https://docs.oracle.co m/en/middleware/lifecycle/12.2.1.4/core/one-time-processes-deferred-synchronization-jobs.html

QUESTION 4

What are two functions of the Cisco CiscoCertUtil tool? (Choose two.)

A. is supported on servers running Linux Server

B. generates certificate signing requests (CSR)

C. generates self-signed certificates in the PEM format, which is an X509 extension

D. creates a log file pertaining to the operations that it performs for troubleshooting

E. validates any certificate

Correct Answer: BD

The Cisco CiscoCertUtil tool is a command-line utility that can be used to generate Certificate Signing Requests (CSRs), generate self-signed certificates in the PEM format (which is an X509 extension), validate any certificate, and create a log file pertaining to the operations that it performs for troubleshooting. This can be useful for troubleshooting any issues that may arise when generating or validating certificates. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/command/refere nce/cme_cr21/cme_cr21_3_2_3.html

QUESTION 5

What are two considerations for PCCE 2K installation? (Choose two.)

A. add Router Logger after installing software

B. add PGs via PG setup after installing the software

C. run Domain Manager tool, add root, facility, and instance

D. run Websetup after installing the software

E. needs ICM/CCE software installed on all ICM/CCE servers

Correct Answer: CE

Two considerations for PCCE 2K installation are to run Domain Manager tool, add root, facility, and instance, and to ensure that ICM/CCE software is installed on all ICM/CCE servers. The Domain Manager tool allows the administrator to define the domain structure for PCCE and add root, facility, and instance objects. Additionally, Websetup should be run after installing the software to configure the ICM/CCE environment. Adding PGs via PG Setup should only be done after installing the software, and it is not necessary to add Router Logger after installation.

QUESTION 6

What is used to build VXML applications?

A. Configuration Manager

B. PCCE Web Administration Manager (S.P.O.G)

C. Call Studio development platform

D. Script Editor tool

Correct Answer: C

Call Studio is the development platform used to build VXML applications. It is a graphical development environment that allows developers to quickly build and deploy voice applications using drag-and-drop components. Call Studio comes with a suite of tools and components that allow developers to create interactive voice applications that can respond to user input and make decisions based on the input. Reference: https://www.cisco.com/c/en/us/products/unified-communications/call-studio/index.html

QUESTION 7

Which service is used to provide authorization between the Identity Provider (IdP) and application?

A. SAML

B. OAuthv2

C. Active Directory Federation Services (ADFS)

D. Identity Service (IdS)

Correct Answer: B

The service used to provide authorization between the Identity Provider (IdP) and application is OAuthv2. OAuthv2 is an open standard for authorization that enables applications to securely access resources from an IdP without having to manage the user credentials. OAuthv2 provides the IdP with the ability to grant limited access to its resources without having to share the user\\'s credentials. Active Directory Federation Services (ADFS) and SAML are also commonly used for authorization, but OAuthv2 is the most widely used protocol for providing authorization between an IdP and an application.

QUESTION 8

Which sync is triggered when an administrator performs any create, update, or delete operation on a specific configuration item?

A. Automated differential

B. Push

C. Manual differential

D. OnDemand

Correct Answer: B

The sync that is triggered when an administrator performs any create, update, or delete operation on a specific configuration item is Push. Push is a synchronization method that allows administrators to trigger synchronization of changes to a

specific configuration item, such as a device or service, and to any related configuration items. Push synchronization is triggered immediately, and can be used to quickly synchronize all changes to a specific configuration item.

References:

[1] https://www.cisco.com/c/en/us/td/docs/net_mgmt/network_automation_and_programma bility/one_plus/b_one_plus_getting_started/b_one_plus_getting_started_chapter_01.html

[2] https://www.cisco.com/c/en/us/td/docs/net_mgmt/smart_software_manager/one/2-2/user_guide/b_one_user_guide_ 22/b_one_user_guide_22_chapter_01.html

QUESTION 9

Which service must be restarted after modifying the Java Keystore on the CVP servers?

A. Cisco CVP Call server

B. Cisco CVP VXML server

C. Client license service

D. Cisco CVP WebServicesManager

Correct Answer: D

The WebServicesManager is responsible for managing the secure communication between the CVP servers and the clients, and it requires a valid Java Keystore to function properly. Restarting the service after making changes to the

Keystore ensures that the changes take effect. The other services listed (Cisco CVP Call server, Cisco CVP VXML server, and Client license service) are not related to the Java Keystore and do not require restarting after making changes to

it.

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/configuration/guide/ccce85cfg/ccce85cfg_chapter_0101.html

[2] https://www. cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/configuration/guide/ccce85cfg/ccce85

QUESTION 10

Which two descriptions apply to UC on UCS Spec Based? (Choose two.)

A. may be available as a packaged offer such as the Cisco Business Edition 7000 Platform

B. VMware vCenter is required

C. defined as Rule Based

D. defined as Configuration Based

E. VMware vSphere is optional

Correct Answer: AD

UC on UCS Spec Based is a simplified way of deploying a Unified Communications (UC) solution using the Cisco Business Edition 7000 (BE7000) platform. It is defined as Configuration Based, meaning that the configuration is predefined and the customer is not required to manually configure the system. Additionally, it may be available as a packaged offer, as is the case with the BE7000 platform. Reference: https://www.cisco.com/c/en/us/products/unified-communications/uc-on-ucs-spec-based/index.html

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