

Cisco

Exam 600-460

Implementing and Supporting Cisco Unified Contact Center Enterprise

Version: 6.0

[Total Questions: 70]

Question No : 1

In the Cisco Contact Center Enterprise solution, which process is responsible for peer-to-peer synchronization?

- A. ccagent
- B. mds
- C. router
- D. opc

Answer: B

Question No : 2

Refer to the exhibit.

```
Outbound Option Dialer
nodeman.exe : [REDACTED]
nmn.exe : [REDACTED]
baDialer_SIP.exe : [out9.Dialer.BADialer-A] [CM-A] [CTI-A] [Ports C:19 R:19 B:0] [MR-A] [SIP-A] : [REDACTED]
```

In a Cisco Unified Contact Center Enterprise 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. customer instance name
- B. telephony port status
- C. configured ports
- D. ready ports
- E. reserved ports

Answer: D

Question No : 3

Which command is used to examine detailed events processed by the call router with Cisco Unified Contact Center Enterprise?

- A. dumplog router <options..>

- B. viewlogs rtr <options..>
- C. dumplog rtr <options..>
- D. showlogs rtr <options..>

Answer: C

Question No : 4

When using the Play Media micro-application, which parameter automatically generates the media file name for an agent greeting?

- A. -g
- B. -a
- C. -aa
- D. -ag

Answer: B

Question No : 5

Refer to the exhibit.

```
09:45:09:220 PG1A-pim1 Trace: dtRequeryResultInd: CVP concludes whisper announcement
prompt. netTargID=100000, RTRCallKey=150746.102, ASTID=5004 CallId=16781247, result: 11
09:45:09:220 PG1A-pim1 Trace: SendPendingEvents: Established. Ext=1012AgentID=40002
State=8
09:45:09:220 PG1A-pim1 Trace: CSTA ESTABLISHED, TelephonyDriver::Established: SENT TO OPC
    CallID    = 16781247 DeviceID = 1012 DeviceType = Static
    Answering = 1012
    Calling   = 1011
    Called    = 1012
    Redirection =
    LocalState = CONNECT
    Cause     = EC_NONE
```

While a Whisper Announcement call is being troubleshooted, the Cisco Unified Contact Center Enterprise Peripheral Gateway PIM log is captured. Which option describes what the log file indicates?

- A. The agent PIM gets notification that the Whisper Announcement is done and sends the

established event to the agent.

B. The agent PIM gets notification that the Whisper Announcement is done and sends the established event to the caller.

C. The VRU PIM gets notification that the Whisper Announcement is done and sends the established event to OPC.

D. The VRU PIM gets notification that the Whisper Announcement is done and sends the established event to the agent.

E. The MR PIM gets notification that the Whisper Announcement is done and sends the established event to the OPC.

Answer: A

Question No : 6

In the Cisco Unified Contact Center Enterprise with Cisco Unified CVP, which two statements about how to increase the Cisco Unified CVP availability are true? (Choose two.)

A. Must have SIP Proxy server to pass messages between the gateways and the Cisco Unified CVP servers.

B. Must have voice gateway TCL scripts to handle conditions where the gateways cannot contact the Cisco Unified CVP Call Server to direct the call correctly.

C. Add load balancers to load balance .wav file requests across multiple Cisco Unified CVP Media Servers.

D. Dedicate duplexed VRU peripheral gateways for each Cisco Unified CVP call server.

E. For a single data center with centralized deployment, deploy Cisco Unified CVP with N:N redundancy.

Answer: B,C

Question No : 7

While a voice gateway accesses webservices elements, it times out and throws an error.badfetch event. Which two options are common ways to reduce such errors? (Choose two.)

A. Set FetchAudioDelay timeout.

B. Set FetchAudioMinimum timeout.

C. Set mediafetchDelay timeout.

D. Set mediafetchDelay.

Answer: A,B

Question No : 8

What must be enabled when configuring voice gateways to support SIP dialers?

- A. 100rel
- B. signaling forward unconditional
- C. 200rel
- D. signaling forward 100

Answer: A

Question No : 9

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM?
(Choose three.)

- A. ICM Organizational Unit
- B. ICM facility
- C. ICM User Group policy
- D. ICM Security policy
- E. ICM instance
- F. ICM agent users

Answer: A,B,E

Question No : 10

Which two options are needed in the Cisco Finesse Platform installation wizard? (Choose two.)

- A. preconfigured domain name server and have set up forward and reverse DNS
- B. HTTPS redirect disabled
- C. Cisco Finesse HTTPS redirect enabled
- D. AWDB database configured and online
- E. access to a Network Time Protocol server

F. access to the Internet

Answer: A,E

Question No : 11

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

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

Answer: C

Question No : 12

Which two statements about when you install/deploy Cisco Unified Contact Center Enterprise VMs on VMware ESXi hosts are true? (Choose two.)

- A. You can enable hyper-threading at the hypervisor level.
- B. You cannot enable hyper-threading, but you can over-subscribe the vCPU and vRAM.
- C. You can enable hyper-threading at the Guest OS level.
- D. You can enable hyper-threading at the hypervisor level, but you cannot over-subscribe the vCPU and vRAM.
- E. You cannot enable hyper-threading at the hypervisor level.

Answer: C,E

Question No : 13

Which three rules apply when configuring agent teams? (Choose three.)

- A. An agent can be a member of only one agent team.
- B. An agent can be a member of multiple agent teams.
- C. An agent team can have only one primary supervisor.