Question 1
Which setup is correct when you configure Cisco UCS B-Series VICs (M81KR/12xx VICs) for Cisco Unified Contact Center Enterprise on Cisco UCS B-Series deployments?

Which setup is correct when you configure Cisco UCS B-Series VICs (M81KR/12xx VICs) for Cisco Unified Contact Center Enterprise on Cisco UCS B-Series deployments?

A. Enable Fabric Failover as an extra redundancy measure so that traffic from the UCS B-Series blade has the HA paths. (Both FI-A and FI-B paths are used in a failover scheme.)
B. Disable the Fabric Failover option.
C. Disregard this option because either mode is fine with Cisco Unified CCE on UCS B-Series deployments.
D. Enable this Fabric Failover when the connected upstream network is operating in a Common Layer 2 domain.
E. Disable this Fabric Failover when the connected upstream network is operating in a Disjointed Layer 2 domain.

Correct Answer: B
Explanation/Reference:

Question 2
Which two statements about QoS are true?

You deploy Cisco Unified Contact Center Enterprise on a Cisco UCS C-Series Server and Unified Contact Center Enterprise is split over WAN with a dedicated WAN circuit for Unified CCE private traffic. Which two statements about QoS are true? (Choose two.)

A. You disable QoS because it is not needed, and the Cisco UCS C-Series Server includes multiple NICs and dedicated NICs for certain VM traffic environment.
B. You enable QoS for United CCE on Cisco UCS C-Series VMware-based environment.
C. You disable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
D. You enable QoS for United CCE on Cisco UCS B-Series VMware-based environment.
E. You enable QoS only for United CCE on third-party spec-based, VMware-based environment.

Correct Answer: BD
Explanation/Reference:

Question 3
Which option describes Cisco Unified CCE on the UCS B Fabric Interconnection pair to the upstream network connectivity?

Refer to the exhibit. Which option describes Cisco Unified CCE on the UCS B Fabric Interconnection pair to the upstream network connectivity?

A. Have a straight links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-1.
B. Have a cross-connect links scheme from the UCS B FI pair to the upstream Layer 2 switches as shown in Figure 1-2.
C. Any of the design options can be deployed with Cisco Unified CCE, but only one of those two options can be deployed within the entire solution.
D. Both design options can be deployed with Cisco Unified CCE and you can include both design options within the solution.

Correct Answer: B
Explanation/Reference:
Question 4
Which VM network adapter type removes the requirement to disable the LRO feature on the VM host?
In Cisco Finesse 10.0(x), which VM network adapter type removes the requirement to disable the LRO feature on the VM host?
A. Vlance network adapter type
B. Flexible VM network adapter type
C. E1000 network adapter type
D. VMXNET network adapter type
E. VMXNET3 network adapter type
Correct Answer: C
Explanation/Reference:

Question 5
Which two statements about a Contact Center Enterprise solution in virtualized environment are true?
Which two statements about a Contact Center Enterprise solution in virtualized environment are true? (Choose two.)
A. UCS B/C series NIC teaming is supported.
B. 10/100 NIC speeds are supported.
C. Gigabit Ethernet Auto Negotiation is optional for NIC and switch.
D. 802.1Q uplinks to VMware hosts must not be configured for host/edge spanning-tree forwarding.
Correct Answer: AC
Explanation/Reference:

Question 6
What is the maximum number of skill groups in a Cisco Finesse Queue gadget?
With Cisco Unified Contact Center Enterprise, what is the maximum number of skill groups in a Cisco Finesse Queue gadget?
A. 100
B. 15
C. 50
D. 20
Correct Answer: C
Explanation/Reference:

Question 7
Which two campaign modes require a dialer port to place a call?
In Cisco Unified Contact Center Enterprise Outbound option with SIP Dialer, which two campaign modes require a dialer port to place a call? (Choose two.)
A. Direct Preview dialing mode
B. Progressive dialing mode
C. Predictive dialing mode
D. Transfer to IVR dialing mode
E. Courtesy Callback Dialing mode
Correct Answer: BC
Explanation/Reference:

Question 8
How many minimum SIP invites should be used to size the SIP proxy?
Cisco Unified Contact Center Enterprise uses Cisco Unified Customer Voice Portal in comprehensive mode. The customer estimates the peak inbound traffic to be 20 CPS and that they have 10% transfer calls and 10% Courtesy Callback. They need to deploy SIP proxy. How many minimum SIP invites should be used to size the SIP proxy?
A. 24 invites/sec
B. 88 invites/sec
C. 96 invites/sec
D. 22 invites/sec
Correct Answer: B
Explanation/Reference:

Question 9
Which two options are the maximum number of concurrent reports supported with the Packaged CCE Data Server Release 10.5?
Which two options are the maximum number of concurrent reports supported with the Packaged CCE Data Server Release 10.5? (Choose two.)
A. 100 concurrent Real-time reports
B. 400 concurrent Real-time reports
C. 800 concurrent Real-time reports
D. 50 concurrent Historical reports
E. 100 concurrent Historical reports
F. 200 concurrent Historical reports
Correct Answer: BF
Explanation/Reference:
Question 10
Which two resources are sized by using Erlang-B?
Erlang calculations are used to size contact center resources. Which two resources are sized by using Erlang-B? (Choose two.)
A. agents
B. IVR ports
C. PSTN gateway trunks
D. reporting ports

Correct Answer: BC
Explanation/Reference:

Question 11
What is the minimum average handle time needed to determine how many recording ports are required?
Refer to the exhibit.

Which includes three inbound call flows with their respective average handle times. The deployment includes Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, Cisco Unified Communication Manager, and Cisco Unified Border Element. The customer needs to record all agent conversations with callers. What is the minimum average handle time needed to determine how many recording ports are required?
A. 290.0 seconds
B. 259.5 seconds
C. 146.9 seconds
D. 117.5 seconds

Correct Answer: C
Explanation/Reference:

Question 12
Which statement about using agent targeting rules in Cisco Unified Contact Center Enterprise is true?
Which statement about using agent targeting rules in Cisco Unified Contact Center Enterprise is true?
A. Agent device targets must be created for each phone that is used by an agent.
B. Agent labels must be created for each routing client that can route calls to an agent.
C. Agent extensions can be defined as a range, without having to build each device target.
D. Agent targeting rules are not allowed with translation routes.

Correct Answer: C
Explanation/Reference:

Question 13
Which Cisco Unified Customer Voice Portal Call Studio scripts are allowed to be modified for the Courtesy Callback feature?
Which Cisco Unified Customer Voice Portal Call Studio scripts are allowed to be modified for the Courtesy Callback feature?
A. BillingQueue, Callback Engine, CallbackEntry, CallbackQueue, CallbackWait
B. Billing, Callback Engine, CallbackEntry, CallbackQueue, CallbackWait
C. BillingQueue, Callback Engine, CallbackEntry, CallbackBilling, CallbackWait
D. BillingQueue, CallbackEntry, CallbackWait
E. BillingQueue, CallbackEntry

Correct Answer: D
Explanation/Reference:

Question 14
Which two workflow action types can be configured via the administration page?
In Cisco Finesse, which two workflow action types can be configured via the administration page? (Choose two.)
A. Agent Notification
B. Browser Pop
C. Timer Action
D. HTTP Request
E. Run Macro

Correct Answer: BE
Explanation/Reference:
Which option describes what the Other column represents? 
Refer to the exhibit.

In a Cisco Finesse 10.0(x) deployment, in Supervisor Gadget under the Queue Statistics pane, which option describes what the Other column represents?

A. number of agents assigned to the queue who are on inbound calls
B. number of calls handled by the agents associated with that queue
C. number of agents assigned to the queue who are on outbound calls
D. number of agents assigned to the queue who are on internal consult calls
E. number of agents assigned to the other queues

Correct Answer: D
Explanation/Reference:

Question 16
Which condition can a supervisor successfully intercept the call? 
In Cisco Finesse 10.0(x), a supervisor has the capability to Monitor, Intercept, and Barge an agent call. Under which condition can a supervisor successfully intercept the call?

A. after a supervisor has started monitoring a call
B. after a supervisor has barged into a call
C. after a supervisor has selected a talking agent for monitoring
D. after a supervisor has conferenced into a call
E. after a supervisor has transferred the call

Correct Answer: B
Explanation/Reference:

Question 17
Which four functional limitations are Whisper Announcements subject to? 
Which four functional limitations are Whisper Announcements subject to? (Choose four.)

A. Announcements do not play for outbound calls made by an agent.
B. For a Whisper Announcement to work with agent-to-agent calls, use the SendToVRU or TranslationRouteToVRU node after you send the call to the agent.
C. Announcements do not play when the router selects the agent through a label node.
D. CVP Transfers do not support Whisper Announcements.
E. Whisper Announcements do not support Silent Monitoring.
F. Only one announcement can play for each call.
G. While an announcement plays, you cannot put the call on hold, transfer, or conference; release the call; or request supervisor assistance.
H. Whisper Announcements are not supported in a Mobile Agent deployment.

Correct Answer: ACFG
Explanation/Reference:

Question 18
Which three applications does the Tomcat service contain? 
The Cisco Finesse in a Cisco Unified Contact Center Enterprise deployment includes the Tomcat service. Which three applications does the Tomcat service contain? (Choose three.)

A. Finesse desktop application
B. Finesse REST API
C. Finesse VXML applications
D. Finesse HTTP server
E. Finesse administration application
F. Finesse CTI Object application

Correct Answer: ABE
Explanation/Reference:

Question 19
Which three additional features are provided? 
The Cisco Finesse supervisor features extend the agent desktop with additional gadgets. Which three additional features are provided? (Choose three.)

A. team performance gadget to view agent status
B. queue statistics gadget to view queue (skill group) statistics for the supervisor’s queues
C. Cisco Unified Communications Manager Remote Silent Monitoring
D. barge-in and intercept
E. gadget to park calls
F. transcoder gadget for recording

Correct Answer: ABD
Question 20
Which three statements about Courtesy Callback are true?
Which three statements about Courtesy Callback are true? (Choose three.)
A. Courtesy Callback reduces the time callers have to wait in a queue.
B. Courtesy Callback enables Cisco Unified Communication Manager to offer callers (who meet your criteria) the option to receive a courtesy callback by the system instead of waiting in the queue.
C. The caller who has been queued by Cisco Unified Communication Manager can hang up and subsequently be called back when an agent is close to becoming available (preemptive callback).
D. Courtesy Callback does not change the time a customer must wait to be connected to an agent.
E. If the caller decides to be called back by the system, they leave their name and the time they want to be callback.
F. You can schedule a callback for a specific time.
G. Courtesy Callback is supported only with Cisco Voice Gateway.
H. Courtesy Callback is not allowed with Agent Request API.
Correct Answer: ADG
Explanation/Reference:

Question 21
Which two statements about Cisco Unified Customer Voice Portal Whisper Announcements are true?
Which two statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose two.)
A. In Whisper Announcements, wave files must match Cisco Unified CVP encoding and format requirements (G.711, CCITT A-Law 8 kHz, 8 bit, mono).
B. The maximum play time for a Whisper Announcement is subject to a timeout (default 45 sec).
C. Two Whisper Announcements can play for each call.
D. In Whisper Announcements, .wav is the only supported file type.
E. While a Whisper Announcement is playing, the agent can put the call on hold.
Correct Answer: AD
Explanation/Reference:

Question 22
Which three statements about the Cisco Unified Customer Voice Portal Post Call Survey are true?
Which three statements about the Cisco Unified Customer Voice Portal Post Call Survey are true? (Choose three.)
A. For reporting purposes, the Post Call Survey call has the same CallGUID and call context as the original inbound call.
B. For reporting purposes, the Post Call Survey call has the ICM Router Key and call context from the original inbound call.
C. The call context for the Post Call Survey includes all contexts up to the point where the call is transferred to the agent. Context that the agent creates after the transfer is not included in the Post Call Survey context.
D. This feature lets you configure a call flow that, after the caller disconnects from the agent, optionally sends the call to a dialed number configured for a Post Call Survey.
E. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the reporting server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey on and off.
F. If you want to use the Post Call Survey feature through Unified CVP, you must configure it on the call server. Also, you can configure the Unified ICM script to toggle the use of Post Call Survey on and off.
Correct Answer: ACF
Explanation/Reference:

Question 23
Which three features does the SIP Proxy software provide when Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, and Cisco Unified SIP Proxy are used?
Which three features does the SIP Proxy software provide when Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, and Cisco Unified SIP Proxy are used? (Choose three.)
A. centralized dial plan
B. load balancer for HTTP and SIP
C. integration with Cisco ISR using SM-SRE
D. N+1 or N.N redundancy
E. box-to-box redundancy
F. demarcation point between networks
Correct Answer: ACD
Explanation/Reference:

Question 24
Which Cisco Unified Border Element configuration is correct for a Cisco Unified Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?
Which Cisco Unified Border Element configuration is correct for a Cisco Unified Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment?
A. You must dedicate a voice gateway for VXML browser sessions.
B. You must configure Cisco Unified Border Element as media pass flow-around mode.
C. You must configure Cisco Unified Border Element as media pass flow-through mode.
D. You must use box-to-box Cisco Unified Border Element redundancy.
Correct Answer: AD
Explanation/Reference:
Question 25
Which option describes the impact of using a Requalify Call node in a routing script for the Cisco Unified Contact Center Enterprise system?
A. The call type is changed and continues the current script execution.
B. The call is reset to the new call type, like a new call with all counters reset to zero.
C. There is no impact, and the call type is used only for the initial script selection process.
D. The call is reclassified and the system executes a new routing associated with that call type.

Correct Answer: D
Explanation/Reference:

Question 26
Which option is the recommended configuration (AW type) for these two machines?
In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with two new Admin Workstations as the only AWs at the site. Which option is the recommended configuration (AW type) for these two machines?
A. 1 – Primary Distributor AW, 1 – Secondary Distributor AW
B. 1 – Primary Distributor AW, 1 – Client AW
C. 1 – Secondary Distributor AW, 1 – Client AW
D. 2 – Client AWs
E. 2 – Secondary Distributor AWs
F. 1 – Primary Client AW, 1 – Secondary Client AW

Correct Answer: A
Explanation/Reference:

Question 27
Which option describes when a call type is assigned to a call in the Cisco Unified Contact Center Enterprise system?
A. when the call is routed to an agent
B. when the call is first post-routed from Cisco Unified Customer Voice Portal
C. when the call terminates and data is written to the Cisco TCD table
D. when a call-routing script hits the first Queue to Skill Group node

Correct Answer: B
Explanation/Reference:

Question 28
Which three statements about the high availability of Cisco Unified Intelligent Contact Management central controller are valid? (Choose three.)
A. If one ICM call router of a duplex pair of Cisco Unified ICM call routers fails, the surviving ICM call router recognizes the failure when it receives no response to heartbeats over the private LAN.
B. During Cisco Unified ICM call router failover processing, calls in progress in Cisco Unified Customer Voice Portal are disconnected, but all new calls are processed successfully.
C. If ICM Logger side A fails, the impact of call processing is limited to ICM call router side A.
D. If ICM Logger side A fails, router side B cannot send historical info to ICM Logger side A and is limited to ICM Logger side B.
E. There is no impact on call processing during a Cisco Unified ICM Logger failure.
F. If the private LAN fails, the peripheral gateways are used to help determine the active call router side of the duplex pair.
G. If ICM Logger side B fails, the ICM Router side B cannot send real-time and historical info to logger side A.

Correct Answer: AEF
Explanation/Reference:

Question 29
Which option initiates Test Other Side in the Cisco Contact Center Enterprise solution?
A. Side A OPC
B. Side A MDS
C. Side B OPC
D. Side B MDS
E. OPC with disabled clock
F. MDS with the disabled clock

Correct Answer: F
Explanation/Reference:

Question 30
Which two primary factors affect bandwidth sizing between a Cisco Unified Intelligence Center server and client? (Choose two.)
A. number of historical reports the user is running concurrently
B. number of concurrent agents logged on to Cisco Unified Intelligence Center
C. number of historical database servers in the deployment
D. number of real-time reports the user is running concurrently
E. total ECC variables in bytes

Correct Answer: AD
Explanation/Reference:

Question 31
Which two requirements must be met for the pair to work properly?
In a Cisco Finesse 10.0(x) deployment, primary and secondary nodes can be installed on separate domains. Which two requirements must be met for the pair to work properly? (Choose two.)
A. Each Cisco Finesse server should be able to perform DNS lookup of the other server using fully qualified domain name.
B. Primary and secondary Cisco Finesse servers should only communicate with IP address.
C. All Cisco Finesse clients should be able to perform DNS lookups of the Cisco Finesse servers using the FQDN.
D. All Cisco Finesse clients should connect to the server with IP address.
E. All Cisco Finesse clients should be local to the Cisco Finesse servers.

Correct Answer: AC
Explanation/Reference:

Question 32
Which two options are required for the private link in the Cisco Contact Center Enterprise solution?
Which two options are required for the private link in the Cisco Contact Center Enterprise solution? (Choose two.)
A. path diversity
B. Layer 3 quality of service prioritization and queuing
C. max of 1500 ms round trip time latency tolerance
D. variable layer subnet masking

Correct Answer: AB
Explanation/Reference:

Question 33
Which three WAN/MAN configurations are valid in the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model?
Which three WAN/MAN configurations are valid in the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model? (Choose three.)
A. A highly available visible network WAN/MAN/DWDM and a dedicated private network WAN.
B. A highly available MPLS WAN shared by the visible and private networks with a 2 second convergence time.
C. A highly available MPLS WAN shared by the visible and private networks where the private network is pinned to a single path and the visible network aligned to an alternate path failing to the private network path as redundant link with QoS and bandwidth provisioning.
D. A highly available DWDM/CWDM network shared by the visible and private networks with a sub-500 ms convergence time.
E. All traffic is converged on a single MPLS network by using appropriate QoS markings and settings to ensure latency and bandwidth requirements.
F. A highly available DWDM/CWDM network shared by the visible and private networks with 1500 ms convergence time.

Correct Answer: ACD
Explanation/Reference:

Question 34
Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system?
Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system?
A. when QoS is enabled on both networks
B. in cases in which there is gigabit bandwidth between sites
C. under no circumstances
D. when the Cisco Catalyst switch has dual power supplies

Correct Answer: C
Explanation/Reference:

Question 35
Which three statements about QoS in a Cisco Unified Intelligent Contact Management solution are true?
Which three statements about QoS in a Cisco Unified Intelligent Contact Management solution are true? (Choose three.)
A. In a Cisco Unified Intelligent Contact Management network, if the traffic is marked in the ICM, QoS trust needs to be enabled on access-layer routers and switches.
B. The high priority queue for the private network should be granted 90 percent of total available bandwidth.
C. The high priority queue for the private network should be granted 75 percent of total available bandwidth.
D. The high priority queue for the private network should be granted 65 percent of total available bandwidth.
E. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is no longer necessary.
F. Traffic marking in Cisco Unified ICM means that configuring separate private high and private medium/low sets of IP addresses is still necessary.

Correct Answer: ABE
Explanation/Reference:
Question 36
Which two statements about the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model are true?
A. With Cisco Unified Computing System C-Series Servers, you must deploy dual SAN on each data center.
B. The visible network that supports the communication between Cisco Unified Communications Manager subscriber nodes must be highly available and designed with no single point of failure.
C. Agents at remote locations must be registered to only one data center for their Cisco Unified IP Phone connections if they are using Cisco Finesse.
D. Cisco Unified Contact Center Enterprise IVR Peripheral Gateway cannot be split between the data center locations to maintain a local JTAPI connection for call control.
E. Cisco Unified Communications Manager Peripheral Gateways that are split between the two data centers can share the same private network connection as the central controller (router and logger) components.

Correct Answer: BE
Explanation/Reference:

Question 37
Which failure scenario in the Cisco Unified Contact Center Enterprise solution stops all processing and routing of contact center calls?
A. ICM Call Router Side A fails at the same time that ICM Logger Side A fails.
B. ICM Call Router Side A fails at the same time that ICM Logger Side B fails.
C. ICM Call Router Side B fails at the same time that ICM Logger Side A fails.
D. ICM Call Router Side B fails at the same time that ICM Logger Side B fails.
E. ICM Logger Side A fails at the same time that ICM Logger Side B fails.

Correct Answer: E
Explanation/Reference:

Question 38
Which two events occur?
A Cisco Unified Contact Center Enterprise solution is designed with geographic redundancy for the central controllers (with separate call routers and loggers). If Call Router Side A has device majority and its Ethernet private network NIC fails, which two events occur? (Choose two.)
A. The Call Router Side B stays active, while the Call Router Side A goes idle.
B. The Call Router Side A stays active, while Call Router Side B goes idle.
C. There is no ability to make ICM configuration changes.
D. Both sides go out of service for small period of time, Call Router Side A goes active, and Call Router Side B goes idle.
E. The system operates as it did prior to failure.

Correct Answer: BC
Explanation/Reference:

Question 39
When an agent transfers a call to another ICM Skill Group, to which Cisco Unified Communications Manager configuration object should the call be transferred?
To maintain end-to-end reporting context, when an agent transfers a call to another ICM Skill Group, to which Cisco Unified Communications Manager configuration object should the call be transferred?
A. route pattern
B. agent IP phone
C. CTI route point
D. translation pattern
E. translation route

Correct Answer: C
Explanation/Reference:

Question 40
Which option describes the recommended way to configure redundant Cisco Unified Communications Manager subscribers for Cisco IP phone registration in a single cluster for the Cisco Unified Contact Center Enterprise solution?
Which option describes the recommended way to configure redundant Cisco Unified Communications Manager subscribers for Cisco IP phone registration in a single cluster for the Cisco Unified Contact Center Enterprise solution?
A. Add a redundant device pool to the Cisco Unified CallManager Group configuration.
B. Add a second TFTP server to the cluster.
C. Add an additional Cisco Unified Communications Manager subscriber to the Cisco Unified Communications Manager Group defined in device pool of the Cisco IP Phone.
D. Use an SRST reference in the device pool.

Correct Answer: C
Explanation/Reference:

Question 41
Which statement about the Cisco Unified Communications Manager peripheral gateway duplex pair is true?
In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement about the Cisco Unified Communications
Manager peripheral gateway duplex pair is true?
A. Each side of the peripheral gateway pair (side A and side B) must be configured to point to a local and a remote CTI Manager across the WAN from the PG location.
B. The peripheral gateway private network may be shared with any other private connections – peripheral gateways or call routers/loggers.
C. The peripheral gateway may use the highly available WAN connection between the sites (visible network) for all traffic – visible and private.
D. The peripheral gateways must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

Correct Answer: B
Explanation/Reference:

Question 42
Which two statements about combining IP telephony and Cisco Unified Contact Center Enterprise Extensions on the same IP phone are true?
Which two statements about combining IP telephony and Cisco Unified Contact Center Enterprise Extensions on the same IP phone are true? (Choose two.)
A. Cisco Unified CCE supports only one agent ACD line on the IP phone.
B. The ACD line on the IP phone may have voicemail or call forwarding defined.
C. In a typical call center, the ACD line is the first line on the phone to make it easier for the agent to forward inbound ACD calls.
D. The agent state changes based on the activity of the ACD line.
E. If the agent picks up the phone to place a call, the agent is put into ready mode.

Correct Answer: AD
Explanation/Reference:

Question 43
Which number is used in the highlighted Extension field?
Refer to the exhibit.
In Cisco Finesse 10.0(x), when agents login into the desktop as a Mobile Agent, which number is used in the highlighted Extension field?
A. the local CTI port dialed number
B. the remote CTI port dialed number
C. agent PSTN number (accessible from CUCM/GW)
D. agent ID
E. agent reservation script dialed number

Correct Answer: A
Explanation/Reference:

Question 44
Which type of MTP is supported with Cisco Unified Mobile Agent?
Which type of MTP is supported with Cisco Unified Mobile Agent?
A. MTP Pass-Through
B. MTP No Pass-Through
C. MTP Pass-Around
D. MTP No Pass-Around

Correct Answer: B
Explanation/Reference:

Question 45
Which Cisco Unified Communications Manager feature can be used to disable ringback during transfer to agent for a scenario that involves SIP trunks?
For the Cisco Contact Center Enterprise Outbound option, which Cisco Unified Communications Manager feature can be used to disable ringback during transfer to agent for a scenario that involves SIP trunks?
A. replaces header script
B. normalization script
C. association script
D. transformation script

Correct Answer: B
Explanation/Reference:

Question 46
When using microapps, which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode?
When using microapps, which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode?
A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway
B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
C. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway
D. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: C
Explanation/Reference:
Question 47
Which option is needed from the primary and secondary servers for certificate authority to generate a root, intermediate, and application certificate for Cisco Finesse?
In a Cisco Finesse 10.0(x) deployment, which option is needed from the primary and secondary servers for certificate authority to generate a root, intermediate, and application certificate for Cisco Finesse?
A. fully qualified domain name of the servers  
B. physical MAC address of the NIC card from the Cisco Finesse servers  
C. Certificate Signing Request  
D. IP address of server  
E. system ID of the server
Correct Answer: C
Explanation/Reference:

Question 48
Which order does the Campaign Manager process perform record queries to send them to Dialer for dialing?
In the Cisco Unified Contact Center Enterprise Outbound Option with SIP Dialer, in which order does the Campaign Manager process perform record queries to send them to Dialer for dialing?
A. pending contacts, callbacks, retries  
B. callbacks, retries, pending contacts  
C. retries, callbacks, pending contacts  
D. pending contacts, pending callbacks, pending retries
Correct Answer: B
Explanation/Reference:

Question 49
Which two Dialing Modes apply to Transfer to IVR based campaigns?
In the Cisco Unified Contact Center Enterprise Outbound Option with SIP Dialer, which two Dialing Modes apply to Transfer to IVR based campaigns? (Choose two.)
A. Preview dialing mode  
B. Direct Preview dialing mode  
C. Progressive dialing mode  
D. Predictive dialing mode  
E. Callback mode
Correct Answer: CD
Explanation/Reference:

Question 50
Which two statements about Cisco Unified Mobile Agents are true?
Which two statements about Cisco Unified Mobile Agents are true? (Choose two.)
A. An additional voice gateway is required for Silent Monitoring.  
B. They extend and connect.  
C. They perform call control features (example: Hold/Conference/Transfer) only from the agent desktop.  
D. They are limited only to PSTN phones and mobile phone; IP phones are not supported.
Correct Answer: AC
Explanation/Reference:

Question 51
Which three components are required in a Cisco Unified CVP VXML “standalone” server deployment model?
Which three components are required in a Cisco Unified CVP VXML “standalone” server deployment model? (Choose three.)
A. Cisco Unified CVP Call Studio  
B. Cisco Unified CVP VXML Server  
C. Cisco Unified CVP Reporting server  
D. load balancer  
E. ingress voice gateway  
F. egress voice gateway  
G. VRU peripheral gateway
Correct Answer: ABE
Explanation/Reference:

Question 52
Which three options are those messages?
The JTAPI communications between the Cisco Unified Communication Manager cluster and Cisco Unified Contact Center Enterprise include three distinct types of messaging. Which three options are those messages? (Choose three.)
A. SIP call control messages  
B. routing control (Cisco Unified CM cluster request instructions from Cisco Unified CCE)  
C. service control  
D. device and call monitoring
Question 53
Which three features does Cisco Finesse provide as an out-of-the-box agent desktop?
Correct Answer: ABE
Explanation/Reference:

Question 54
In a Cisco Unified Contact Center Enterprise deployment, which two options are the roles of the Administration & Data Servers? (Choose two.)
Correct Answer: AB
Explanation/Reference:

Question 55
In the congestion control feature of Cisco Unified Contact Center Enterprise, which four options handle the calls that are to be throttled? (Choose four.)
Correct Answer: ACDF
Explanation/Reference:

Question 56
Which three features or functionalities does Cisco Unified Communications Manager provide for Cisco Unified CCE and Cisco Unified Customer Voice Portal? (Choose three.)
Correct Answer: ADE
Explanation/Reference: