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600-460

Implementing and Supporting Cisco Unified
Contact Center Enterprise (UCCEIS)

DEMO

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QUESTION 1

Cisco Unified Contact Center Enterprise is deployed with Cisco Finesse and you make changes to CTI Server, Contact Center Enterprise Administration, or cluster settings. Which service must be restarted for changes to take effect?

A. Cluster Manager

B. System Application Agent

C. Cisco DB

D. Cisco Tomcat

E. Cisco Dirsync

Answer: D

QUESTION 2

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 3

Which option about the ICM heartbeat interval and maximum number of missed heartbeats allowed between duplexed sides over the private network is true?

A. 100 ms, 3 heartbeats

B. 100 ms, 5 heartbeats

C. 400 ms, 3 heartbeats

D. 400 ms, 5 heartbeats

E. The heartbeat interval and maximum missed heartbeats settings can be customized by a system administrator

Answer: B

QUESTION 4

You are about to perform a Tech Refresh upgrade for a customer. The customer wants more details about how the historical data is maintained. The customer has two sides each with a router, logger, and HDS-DDS. Which is the best explanation?

A. The loggers exchange historical data to keep themselves up to date and each logger keeps its local HDS-DDS up to date.

B. The routers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.

C. The HDS-DDSs continuously synchronized the historical data to keep themselves up to date.

D. Each side synchronized its data from the logger using SQL replication.

Answer: A

QUESTION 5

When performing an upgrade to Cisco Unified Contact Center Enterprise solution, which components do not need to be upgraded together during the same maintenance window?

A. Cisco Unified ICM call router and logger

B. Cisco Unified ICM call router and administrative workstation

C. Cisco Unified ICM call router and peripheral gateway

D. administrative workstation and HDS-DDS

Answer: C

QUESTION 6

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.

Answer: D

QUESTION 7

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.

Answer: AB

QUESTION 8