

DUMPS ARENA

Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

Cisco 500-450

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

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?

- A. Set FetchAudioDelay timeout
- B. Set mediafetchDelay
- C. Set FetchAudioMinimum timeout.
- D. Set mediafetchDelay timeout.

ANSWER: A C**QUESTION NO: 2**

Which three options dictate that MicroApps are not sufficient and require Call Studio for a Call Flow scripting? (Choose three.)

- A. agent greeting
- B. Courtesy Callback
- C. Video prompt
- D. recording a.wav file
- E. agent whisper
- F. IVR Outbound option

ANSWER: B C D**QUESTION NO: 3**

Which two methods ensure that Cisco UCCE route requests that experience unexpected scripting conditions are counted as default –routed rather than errors in call type reports? (Choose two.)

- A. Include a Termination node with Termination type of default label for all scripts in which there is some unexpected input.
- B. Use script end node instead of release call.
- C. Configure default labels for each skill group.

- D. In all routing scripts, account for failure by triggering one of the congestion control features to handle the call.
- E. Configure default labels for each dialed number.

ANSWER: A E

QUESTION NO: 4

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 NO: 5

Refer to the exhibit.

Edit Workflow

Name: Browserpop

Description: Browserpop

When to perform Actions: When a Call is answered

How to apply Conditions: If all Conditions are met

callVariable1	Is not equal to	1	X
BAStatus	Is not empty		X
BAAccountNumber	Is not empty		X
BAStatus	Is not equal to	1	X
BACampaign	Is not empty		X

Add Condition

Ordered List of Actions

Name	Type
Browserpopflow	BROWSER_POP

Q Add

In Cisco Finesse 10.0 and beyond, a workflow is created for an Outbound Option call. Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?

- A. callVariable1 is not equal to 1.
- B. BAStatus is not empty.
- C. BAAccountNumber is not empty.
- D. BAStatus is not equal to 1.
- E. BACampaign is not empty.

ANSWER: B

QUESTION NO: 6

Which tool is available to expand the size of Cisco Unified ICM databases?

- A. Microsoft SQL Studio

- B. DBExpand
- C. database sizing utility
- D. ICMDBA

ANSWER: D

QUESTION NO: 7

Which two ICM scripting nodes support dynamic setting? (Choose two.)

- A. Percent Allocation
- B. Precision Queue
- C. Skill Group
- D. Peripheral gateway
- E. Call Type

ANSWER: B E

QUESTION NO: 8

Which tool can be used to monitor Cisco Unified Communications Manager statistics?

- A. Real-Time Monitoring Tool
- B. Operations Console
- C. Performance Monitor
- D. Cisco Unified Contact Center Domain Manager

ANSWER: A

QUESTION NO: 9

Which four items does the Cisco Finesse administrative application allow administrators to configure? (Choose four.)

- A. connections to the CTI OS server and the Administration & Data server database
- B. cluster settings for VOS replication

- C. ready and login reason codes
- D. wrap-up reasons and phonebooks
- E. workflows and workflow actions
- F. call variable and ECC variable layout
- G. desktop layout and conference resources
- H. upload third-party gadgets

ANSWER: B D E F

QUESTION NO: 10

Which statements about administrative scripts in the Cisco UCCE solution is true?

- A. Administrative scripts can use an ICM gateway node.
- B. Administrative scripts can run more than one time per second.
- C. Administrative scripts must be associated with a call type.
- D. Administrative scripts can use a DB Lookup node.

ANSWER: D