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Exam A

QUESTION 1
Which three features or functionalities does Cisco Unified Communications Manager provide for Cisco Unified CCE and Cisco Unified Customer Voice Portal? (Choose three.)

A. transfer call routing from agent to agent
B. CTI data on Cisco Agent Desktop screen pop
C. Courtesy Callback
D. Cisco Mobile Agents
E. Cisco Extension Mobility for agents
F. call queuing

Correct Answer: ADE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which three features does Cisco Unified Border Element provide when Cisco Unified CCE and Cisco Unified Customer Voice Portal are used? (Choose three.)

A. Silent Monitor inbound voice calls
B. secure communication using flow around mode
C. NAT for address hiding
D. normalize SIP messages using SIP profiles
E. record calls by forking the media using build-in-bridge
F. demarcation point between networks

Correct Answer: CDF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3

Which three options are valid when Cisco Unified Customer Voice Portal comprehensive call flow and survivability service handles SIP REFER? (Choose three.)

A. SIP REFER label and SigDigits
B. SIP REFER with ICM router requery
C. SIP REFER with ICM script Send To VRU node
D. SIP REFER with custom SIP header
E. SIP REFER with routing label "rfxxxx" and standalone Cisco Unified CVP with ICM Lookup label
F. SIP REFER with ECC variable user.sip.transfer

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
In the congestion control feature of Cisco Unified Contact Center Enterprise, which four options handle the calls that are to be throttled? (Choose four.)

A. Treat the call with Dialed Number Default Label.
B. Queue the call and play a message, then release the call.
C. Treat the call with System Default Label.
D. Terminate the call with a Dialog Fail or RouteEnd.
E. Transfer calls to an available IVR port.
F. Send a Release Message to the routing client.
G. Offer Courtesy Callback to the caller, then terminate the call.
H. Transfer the call to the Cisco Unified Communications Manager hunt group.

Correct Answer: ACDF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
In a Cisco Unified Contact Center Enterprise deployment, which two options are the roles of the Administration & Data Servers? (Choose two.)

A. administration server
B. real-time data server
C. analytical server
D. recording server
E. static server
F. performance server

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
Which three features does Cisco Finesse provide as an out-of-the-box agent desktop? (Choose three.)

A. basic call control (answer, hold, retrieve, end, and make call)
B. advanced call control (consultation, transfer after consult, conference after consult)
C. agent historical reports
D. ready and login reason codes
E. phonebooks and workflows
F. desktop for third-party ACD

Correct Answer: ABE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
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
E. subscription control
F. device and call control

Correct Answer: BDF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which type of traffic from the peripheral gateway to the central controller is considered high priority in the Cisco Unified Contact Center Enterprise solution?

A. configuration requests
B. skill group data
C. routing and DMP control traffic

D. Real-Time Monitoring

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which attribute can be created in Cisco Unified Contact Center Enterprise Precision Routing?

A. Boolean or proficiency
B. string or integer
C. Boolean or integer
D. proficiency or array

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
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.
E. They are required for video endpoints.

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
In a Cisco Finesse 10.0(x) deployment, which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop? (Choose two.)

A. digital certificate
B. certificate authority certificate
C. domain validation certificate
D. self-signed certificate
E. root certificate

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
How does the Cisco Unified Contact Center Enterprise solution encrypt the logger database?

A. AES
B. SHA
C. MD5
D. TLS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
For the Cisco Contact Center Enterprise Outbound option, which Cisco Unified Communications Manager feature can be used to disable ring back 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
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

Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
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 Call Router Side A fails at the same time that ICM Call Router Side B fails.
F. ICM Logger Side A fails at the same time that ICM Logger Side B fails.

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
Which two statements about the Cisco Unified Contact Center Enterprise clustering over the WAN deployment model are true? (Choose two.)

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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28

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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29

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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30

Which three system responses are valid if the Cisco Unified Contact Center Enterprise (centralized deployment with remote branches) and the remote branch lose the public network connection to both of the data centers? (Choose three.)

A. The local voice gateway detects the failure of the communications path. The voice gateway goes into SRST mode to provide local dial-tone functionality.
B. With Cisco Unified CVP, the voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then executes local bootstrap TCL script, answers the call, and forwards it to the hunt group.
C. The active call that arrived at the local PSTN connection and was answered by agent at that site remains active, however, the agent peripheral gateway loses access to the call and creates a TCD record.
D. The Cisco Finesse server detects the loss of connectivity to the agent desktop and automatically signs the agent out of the system.
E. With Cisco Unified CVP, the voice gateway detects the loss of connection to the Cisco Unified CVP call server. The voice gateway then connects to the communication manager cluster to provide local dial-tone functionality.

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which three benefits does a Cisco Unified Contact Center Enterprise centralized deployment with small agents branch provide? (Choose three.)

A. It requires only a small data switch and router, IP phones, and agent desktops at remote sites for a few agents.
B. It requires only limited system and network management skills at remote sites.
C. Small remote branches require PSTN and SIP trunks, in addition to the ones needed for local POTS lines for emergency services (911) in the event of a WAN link loss.
D. PSTN trunks for incoming traffic connect to data centers for efficiency.
E. It does not use VoIP WAN bandwidth when an agent is answering the call.
F. Calls extend over the WAN only while calls are in queue.

Correct Answer: ABD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32

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 withQoS 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
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
Section: (none)
Explanation

Explanation/Reference: