



Cisco

Exam 600-460

Implementing and Supporting Cisco Unified Contact Center Enterprise

Version: 6.0

[Total Questions: 70]

Question No : 1

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 : 2

Which batch script can be used to view VXML application states and port count for a Cisco Unified CVP VXML server?

- A. getVersions.bat
- B. status.bat
- C. updateApp.bat
- D. displayApp.bat

Answer: B

Question No : 3

Which variable does the Cisco Unified Customer Voice Portal use to return information about problems encountered while running a script?

- A. user.microapp.input_type
- B. user.microapp.FromExtVXML
- C. user.microapp.error_code
- D. user.microapp.server_info

Answer: C

Question No : 4

Which two statements about Precision Queues are true? (Choose two.)

- A. At least one step must be configured for a Precision Queue.
- B. A Consider If statement may be configured in any step.
- C. A Wait Time may be configured in any step except for the last step.
- D. Either ICM Skill Groups or Precision Queues must be utilized within an ICM instance - not both.
- E. Precision Queues can be configured for usage in agent-based inbound campaigns.

Answer: A,C

Question No : 5

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 : 6

When configuring the Cisco Unified Customer Voice Portal Courtesy Callback feature in the ingress and VXML gateway, which configuration is needed to ensure that SIP is set up to forward SIP INFO messaging?

- A. signaling sip forward unconditional
- B. signaling forward conditional
- C. signaling forward unconditional
- D. signaling forward unconditional sip info
- E. signaling forward conditional sip info

Answer: C

Question No : 7

In the Cisco Unified Contact Center Enterprise solution with SIP Dialer, which option lists the correct order to setup the components (assuming the agent peripheral gateway host already exists)?

- A. configure media routing peripheral gateway, dialer; install media routing peripheral gateway, dialer
- B. configure dialer, port map, media routing peripheral gateway; install dialer, media routing peripheral gateway
- C. install dialer, media routing peripheral gateway; configure dialer, port map, media routing peripheral gateway
- D. install media routing peripheral gateway, dialer; configure media routing peripheral gateway, dialer

Answer: B

Question No : 8

With Cisco Finesse, which two options list the two commands to stop and start the Tomcat service? (Choose two.)

- A. To stop the Cisco Tomcat service, enter this CLI command: `utils service stop Tomcat`
- B. To start the Cisco Tomcat service, enter this CLI command: `utils service start Tomcat`
- C. To stop the Cisco Tomcat service, enter this CLI command: `utils service start Tomcat`
- D. To start the Cisco Tomcat service, enter this CLI command: `utils start Cisco Tomcat`
- E. To stop the Cisco Tomcat service, enter this CLI command: `utils service stop Cisco Tomcat`
- F. To start the Cisco Tomcat service, enter this CLI command: `utils service start Cisco Tomcat`

Answer: E,F

Question No : 9

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.
- D. An agent team can have multiple primary supervisors.
- E. All agents that belong to an agent team and all supervisors for that agent team must be on the same peripheral.
- F. All agents that belong to an agent team and all supervisors for that agent team can be on multiple peripherals.
- G. An agent team can have only one primary supervisor but can be a member of multiple teams.
- H. An agent team can have multiple primary supervisors but can only be a member of one teams.

Answer: A,C,E

Question No : 10

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 : 11

Which option lists the settings in the registry to enable IPsec logging with Cisco Unified ICM?

- A. Add Key = IPsec; DWORD Value = Enable_Logging; DWORD Value = 0
- B. Add Key = Oakley; DWORD Value = EnableLogging; DWORD Value = 1
- C. Add Key = Security; DWORD Value = Enable-Logging; DWORD Value = 1
- D. Add Key = Oak; DWORD Value = EnableLog; DWORD Value = 1

Answer: B

Question No : 12

Which three statements about Multi Line Agent mode in a Cisco Unified Contact Center Enterprise deployment are true? (Choose three.)

- A. It monitors and reports calls on all lines on the phone.
- B. Allows Unified CCE to support Join Across Line and Direct Transfer Across Line features on the phone.
- C. It monitors and reports of calls on only one line on the phone.
- D. It requires a busy trigger of 2 (call waiting), although calls cannot be forwarded to other extensions on the phone when busy.
- E. It requires a maximum of two call appearances.
- F. Shared lines are supported on ACD lines but not on non-ACD lines.
- G. Call Park is supported on ACD and non-ACD lines.

Answer: A,B,E

Question No : 13

You have deployed a VXML application named MyVXMLApp. Which variable name must be passed using one of the user.microapp.ToExtVXML ECC variables?

- A. appname=MyVXMLApp
- B. app=MyVXMLApp
- C. vxmlapp=MyVXMLApp
- D. application=MyVXMLApp

Answer: D

Question No : 14

Which option lists what the Security Wizard configures with Cisco Unified Contact Center Enterprise?

- A. Windows Firewall, network isolation, and SQL hardening
- B. Windows Firewall, IPsec configuration, and gateway security

- C. network isolation, IPsec configuration, and Windows configuration
- D. VPN configuration, IPsec configuration, and NAT configuration

Answer: A

Question No : 15

Refer to the exhibit.

The screenshot displays the Cisco Unified CVP Call Server Configuration interface. The title bar reads "Unified CVP Call Server Configuration". Below the title bar are three buttons: "Save", "Save & Deploy", and "Help". The interface is divided into several tabs: "General", "ICM", "SIP", "IVR", "Device Pool", and "Infrastructure". The "ICM" tab is currently selected.

The "General Configuration" section includes the following fields:

- VRU Connection Port: * 1 (Value: 5000)
- Maximum Length of DNIS: * (Value: 10)

The "Translation Routed DNIS Pool" section includes the following options:

- Add: [Empty text box]
- Add a range: [Empty text box] to [Empty text box]

Below these options are two buttons: "Add DNIS" and "Delete DNIS". A "Configured DNIS:" label is followed by an empty text area.

The "Advanced Configuration" section is expanded and includes the following fields:

- New Call Service ID: * 1 (Value: 1)
- Pre-routed Call Service ID: * 1 (Value: 2)
- New Call Trunk Group ID: * 1 (Value: 100)
- Pre-routed Call Trunk Group ID: * 1 (Value: 200)

This exhibit is the setup of the Cisco Unified Customer Voice Portal Server. Based on this

configuration, which two options must be configured in the Cisco Unified Contact Center Enterprise Configuration Manager tool? (Choose two.)

- A. A network trunk group explorer trunk group should be configured on the Cisco Unified CVP PG peripherals with a peripheral number of 5000.
- B. A network trunk group explorer trunk group should be configured on the Cisco Unified CVP PG peripherals with a peripheral number of 100.
- C. A VRU PG peripheral should be configured with a peripheral ID of 5000.
- D. A network VRU should be configured with a label of maximum length 10 digits.
- E. A PG explorer peripheral should be configured with a peripheral ID of 200.

Answer: B,D

Question No : 16

Refer to the exhibit.



In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging in to the desktop. The error message highlighted has been found in the Jgw1log file. Which option describes the likely cause of this error?

- A. MAC address of the phone not associated with PG user.
- B. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.
- C. In the peripheral gateway, Agent Phone Line Control not set to "All Lines".
- D. Phone Join Across Lines feature is enabled.
- E. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.

Answer: B

Question No : 17

On a VXML gateway with Cisco Unified Customer Voice Portal, which Cisco IOS application service specifies the number of significant digits that are expected to be prepended to the dialed number?

- A. bootstrap.tcl
- B. bootstrap.vmxl
- C. ringtone.tcl
- D. handoff.tcl

Answer: A

Question No : 18

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 : 19

Refer to the exhibit.

```
Outbound Option Dialer
nodeman.exe : 0.0.0.0
nmn.exe : 0.0.0.0
baDialer_SIP.exe : [out9Dialer.EADialer-A] [CM-A] [CTI-A] [Ports C:19 R:19 B:0] [MR-A] [SIP-A] : 0.0.0.0
```

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 : 20

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 : 21

Which option lists the minimum extended call variables that are needed for Cisco Unified Customer Voice Portal Agent Greetings?

- A. user.ToExtVXML, user.app_media_lib, user.input_type
- B. user.microapp.ToExtVXML, user.microapp.app_media_lib, user.microapp.input_type
- C. user.microapp.FromExtVXML, user.microapp.app_media_lib, user.microapp.input_type
- D. user.microapp.ToExtVXML, user.microapp.app.media_Server, user.microapp.locale
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Answer: B

Question No : 22

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