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**Vendor:**Cisco

**Exam Code:**600-460

**Exam Name:**Implementing and Supporting Cisco  
Unified Contact Center Enterprise

**Version:**Demo

### QUESTION 1

Which command is used to examine detailed events processes by the router with Cisco UCCE?

- A. showlogs rtr
- B. dumplog router
- C. viewlogs rtr
- D. Dumplog rtr

Correct Answer: D

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### QUESTION 2

With Courtesy Callback, what does it mean to have a value "0" in Maximum Callbacks Per Calling Number?

- A. Courtesy Callbacks start when "0" calls are in the queue.
- B. No Courtesy Callbacks are allowed.
- C. Callbacks have been temporarily suspended for dialed number.
- D. Any number of callbacks are allowed.

Correct Answer: D

Reference: [http://128.107.245.145/media/media/LABCCT-2012\\_UCCE\\_-\\_Hands-on-CVVB-And-CVP\\_features\\_2.pdf](http://128.107.245.145/media/media/LABCCT-2012_UCCE_-_Hands-on-CVVB-And-CVP_features_2.pdf)  
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### QUESTION 3

In a Cisco Unified Contact Center Enterprise deployment, callers report intermittent voice-quality issues.

What might cause this problem?

- A. The Cisco voice gateways have too few trunks to accept the inbound calls.
- B. The Cisco Finesse is locking up because of a virus.
- C. The system has too few DSP transcoding resources to support all the calls across the WAN.
- D. Cisco Unified Communications Manager has too few conference bridge resources.
- E. A different voice codec is used by the caller and the agent.

Correct Answer: C

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#### QUESTION 4

In Cisco UCCE 10.0(x) Outbound Option, the Routing and Administrative scripts are needed for the solution to work properly.

Which two statements describe the functionality of the Administrative script? (Choose two.)

- A. transfers a call to IVR as a part of IVR campaign
- B. transfers a call to IVR or Non-IVR for Answering machine or abandon calls
- C. controls a percentage of agents to be used in a campaign skill group
- D. reserves agents for specific outbound campaign
- E. enables and disables skill group for an outbound campaign

Correct Answer: CE

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#### QUESTION 5

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

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

Correct Answer: AB

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#### QUESTION 6

Which two statements about Cisco CVP Whisper Announcements are true? (Choose two.)

- A. The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.
- B. As an option, set the dial plan with 9191\*.
- C. The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.
- D. The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.
- E. As an option, set the dial plan with 9292\*.

Correct Answer: BC

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#### QUESTION 7

In the Cisco UCCE 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, dialer. Install media routing peripheral gateway dialer, dialer.
- B. Configure dialer, port map, media routing peripheral gateway. Install dialer, media routing peripheral gateway.
- C. Install media routing peripheral gateway, dialer. Configure media routing peripheral gateway, dialer.
- D. Install dialer, media routing peripheral gateway. Configure dialer, port map, media routing peripheral gateway.

Correct Answer: B

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### QUESTION 8

Using queuing at the edge with SigDigits, which option describes what "param sigdigits 3" on the bootstrap service accomplishes?

- A. Prefix three digits to the dialed number at the end.
- B. Suffix three digits to dialed number.
- C. Truncate three digits from dialed number.
- D. Consider only the first three digits from the dial number.

Correct Answer: C

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### QUESTION 9

Which statement about when you deploy Cisco UCCE on Cisco UCS C-Series Tested Reference Configuration (TRC) Servers assuming the UCCE VM coresidency rules are met?

- A. You must check/calculate if you have enough IOPS as specified on UCCE docwiki VMs storage requirements.
- B. You do not need to check/calculate if you have enough IOPS as specified on UCCE docwiki VMs storage requirements since TRC is pre-tested with known VM storage requirements.
- C. You can add SAN external storage in addition to local disks on the UCS C-Series TRCs to meet UCCE VMs IOPS requirements.
- D. You can enable Thin Provisioned vDisks to have more disk space on order to meet UCCE VMs IOPS requirements.

Correct Answer: B

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### QUESTION 10

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.

Correct Answer: CE

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#### **QUESTION 11**

Which tool can be used to monitor transcoders in a CVP mixed codec environment?

- A. Performance Monitor
- B. Operations Console
- C. Real-Time Monitoring Tool
- D. VXML gateway statistics tool

Correct Answer: C

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#### **QUESTION 12**

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

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

Correct Answer: AB

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