Cisco

Exam 600-460

Implementing and Supporting Cisco Unified Contact Center Enterprise

Verson: Demo

[Total Questions: 10]

Question No : 1

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 : 2

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 : 3

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.

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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 : 4

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.

Answer: C

Question No : 5

The customer is using Cisco Unified Intelligence Center on a virtual machine and reports that the license has become invalid. Which four options can cause this problem? (Choose four.)

A. Time zone was changed.
B. Secondary DNS was changed.
C. Hostname was changed.
D. Number of historical reports exceeded the system limits.
E. Cisco Unified Intelligence Center Publisher is not in service.
F. IP address was changed.
G. Primary NTP server was changed.
H. Number of concurrent real-time reports exceeded the system limits.

Answer: A,C,F,G

Question No : 6

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 : 7

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 : 8

A new gateway was added to the Cisco Unified Customer Voice Portal in a comprehensive deployment and calls are failing with error "403 forbidden". What is the possible cause?

A. Toll Fraud security is not configured correctly.
B. Gateway cache requires a reset.
C. Gateway IP has been blacklisted.
D. IP address trust has not been configured.

Answer: A

Question No : 9

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

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

Answer: A,B

Question No : 10

Which option describes what a value "0" for Maximum Callbacks Per Calling Number represents for Courtesy Callback?

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

Answer: C

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