Question: 1

In the Cisco Unified Contact Center Enterprise solution, what is affected when utilizing significant digits?

A. which VXML gateway the call is placed in
B. determines how many digits of the dialed number are significant
C. external phone number CallerID
D. agent ACD extension length

Answer: A

Question: 2

Which statement about administrative scripts in the Cisco Unified Contact Center Enterprise solution is true?

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

Answer: C

Question: 3

Which two microapps can capture DTMF from the caller in the Cisco Unified Customer Voice Portal environment? (Choose two.)

A. Play Media & Get Speech
B. Get Speech & Menu
C. Menu & Play Media
D. Menu & Get Digits

Answer: B,D

Question: 4

Which Cisco Unified ICM Admin Workstation tool provides a live stream of errors as they are reported by the router?

A. Diagnostic Framework Portico
B. Script Editor
C.RTTest
D. Router Log Viewer

Answer: D

Question: 5

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: 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: 7

Which command is used to examine detailed events processed by the call router with Cisco Unified Contact Center Enterprise?

A. dumplog router <options..>
B.viewlogsrtr<options..>
C.dumplogrtr<options..>
D.showlogsrtr<options..>

Answer: C

Question: 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