Question 1

Which user role must be assigned to the ToExtVXML variable in the ICM script?

Options:

A- Internet ScriptEditor Role

B- ICM Script Amin Role

C- Config Manager Role

D- Agent Admin Role

Answer:

B

Question 2

Which script mode is in use if the script's appearance has changed to a bright white background with black dots?

Options:

A- Monitor

B- Edit

C- Browse

D- Quick Edit

Answer:

B

Question 3

Question Type: **MultipleChoice**

How many clusters of Finesse will a single PG support?

A- one

B- two

C- three

D- four

Answer:

A

Explanation:

A single Peripheral Gateway (PG) in a Cisco Contact Center Enterprise environment supports one cluster of Finesse. This design ensures that each PG is dedicated to a specific Finesse cluster, facilitating optimal performance and reliability in agent desktop operations. Reference: Cisco's technical documentation on Contact Center architecture and Finesse integration provides details on the supported configurations and the relationship between PGs and Finesse clusters.

Question 4

Question Type: **MultipleChoice**

What are the two primary roles of the PSTN and voice gateway in the Unified CCE solution? (Choose two.)

Options:

A- The voice gateway may modify the digits presented to downstream devices.

B- The voice gateway provides IVR functionality in a Contact Center deployment.

C- The PSTN is responsible for delivering the inbound call to a voice gateway.

D- The PTSN is responsible for routing the call to the agent.

E- The voice gateway is responsible for routing the call to the agent.

Answer:

A, C

Explanation:

The PTSN is responsible for routing the call to the agent. According to [5], the two primary roles of the PSTN and voice gateway in the Unified CCE solution are delivering the inbound call to the voice gateway and routing the call to the agent. The voice gateway may modify the digits presented to downstream devices, but it does not provide IVR functionality in a Contact Center deployment, nor is it responsible for routing the call to the agent.

Question 5

In CCE deployments, which two configuration tasks can be performed via the Finesse Server Administration page? {Choose two.)

Options:

A- Routing Layouts

B- Workflows

C- Routing scripts

D- Skill-groups

E- Reason Codes

Answer:

B, E

Explanation:

the Finesse Server Administration page in CCE deployments allows for the configuration of both Routing Layouts and Skill-groups.
Routing Layouts are used to define the layout of the contact center by specifying which agents are assigned to which skills, while Skill-

groups are used to create collections of skills that can be assigned to agents. Reason Codes and Workflows can also be configured via the Finesse Server Administration page, but Routing Scripts cannot.

Question 6

Which two steps are involved in configuring and evaluating business in an ICM script? (Choose two.)

Options:

A- Configure set variable in ICM script editor

B- Configure Business Hours under Organizational Setup > Business hours under CCE Admin

C- Use the expression BusinessHourStatus.<Calendar Name> . BusinessHours in the IF node.

D- Configure Business Hours under Organizational Setup > Departments under CCE Admin

E- Configure an IF node in ICM script editor

Answer:

B, E

Explanation:

in order to configure and evaluate business hours in an ICM script, you must first configure the Business Hours under Organizational Setup > Business Hours in CCE Admin. Once the Business Hours are configured, you then need to configure an IF node in the ICM script editor, using the expression BusinessHourStatus.<Calendar Name>.BusinessHours. This expression will then evaluate to True or False depending on whether the current time falls within the configured Business Hours or not.

When configuring and evaluating business hours in an ICM script, the key steps involve: B. Configure Business Hours under Organizational Setup > Business hours in CCE Admin: This step is crucial for defining the operational hours during which certain routing decisions or scripts should be active. E. Configure an IF node in ICM script editor: The IF node in the script is used to evaluate whether the current time falls within the defined business hours. Based on this evaluation, the script can route the call differently, enable or disable certain features, or make other adjustments to call handling. Reference: The process of setting up business hours and incorporating them into routing scripts is detailed in Cisco's ICM scripting and administration guides.

Question 7

Question Type: **MultipleChoice**

What is the maximum number of attributes that can be assigned to an Agent?

Options:

A- 40

B- 50

C- 200

D- 500

Answer:

B

Explanation:

In Cisco Contact Center Enterprise (CCE) environments, an agent can be assigned a maximum of 50 attributes. These attributes can include skills, proficiency levels, and other characteristics that help in routing calls to the most appropriate agent based on the requirements of the incoming contact and the agent's expertise. Reference: This information is typically found in Cisco CCE documentation, particularly in sections related to agent configuration and skill management.

Question 8

Question Type: **MultipleChoice**

Which variable remains available to all scripts in the system until reset?

A- Caller Entered digits

B- Call variable

C- User variable

D- Peripheral variable

Answer:

B

Question 9

Question Type: **MultipleChoice**

When is the IVR leg established in a CCE Call Flow?

Options:

A- when CVP establishes an HTTP link with the VXML Server

B- when CVP establishes an HTTP link with the Media Server

C- when CVP establishes an HTTP link with the VVB (or IOS VXML Gateway)

D- when the Ingress Gateway delivers a SIP invite message to the CVP server

Answer:

C

Explanation:

In a Cisco Contact Center Enterprise (CCE) Call Flow, the IVR leg is established when the Cisco Voice Portal (CVP) establishes an HTTP link with the VVB (Virtualized Voice Browser) or an IOS VXML Gateway. This connection is crucial for delivering and executing VXML scripts, which define the IVR's logic and caller interactions. The IVR leg's establishment is a key step in the call flow, enabling the system to provide self-service options, collect caller information, and route calls based on dynamic conditions. Reference: Cisco CCE and CVP documentation provides insights into call flow processes, specifically detailing the role of the VVB and the establishment of the IVR leg.

Question 10

What are two data sources the Cisco Unified Intelligence Center (CUIC) will access to fetch data to render reports? (Choose two.)

Options:

A- Cisco Unified Communication Manager Server

B- Cisco Customer Voice Portal Reporting Server

C- Cisco Data Browser

D- Cisco Administration Server and Historical Data Server

E- Cisco Virtual Voice Browser

Answer:

B, D

Explanation:

The Cisco Unified Intelligence Center (CUIC) accesses various data sources to fetch data for rendering reports. The two primary data sources it uses are: B. Cisco Customer Voice Portal Reporting Server: This server provides detailed information about IVR interactions, call treatment, and self-service application usage within the Customer Voice Portal. D. Cisco Administration Server and Historical Data Server: These servers store a wide range of historical data related to contact center operations, including agent performance, call routing

statistics, and system utilization metrics. Reference: Official Cisco CUIC documentation details the data sources that CUIC can access for reporting purposes, highlighting how data from these sources is used to compile comprehensive reports on contact center performance.