Question 1

What is the role of a private network in UCCE/PCCE?

Options:

A- provides configuration updates from Logger to AW

B- keeps each side of the duplex pair in sync

C- replicates data from PG to Router

D- communicates with the public network

Answer:

B

Explanation:

The private network in UCCE/PCCE provides a dedicated communication channel between the duplexed components, such as Logger, Router, and PG, and keeps each side of the duplex pair in sync. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 20

Question 2

What is the role of CVP in UCCE/PCCE?

Options:

A- interface between CUBE and UCCE/PCCE

B- queuing and self-service IVR

C- call routing brain of PCCE/UCCE

D- plays IVR Prompts to Callers

Answer:

B

Explanation:

The role of CVP in UCCE/PCCE is queuing and self-service IVR, as it provides voice response applications that can interact with callers, collect information, and queue calls for treatment by agents or other destinations. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 9

Question 3

Which two call transfers are supported in PCCE Deployments? (Choose two.)

Options:

A- SRTP Refer

B- Release VXML Trunk Transfer

C- CCE Managed Transfer

D- CUCM Destination Transfer

E- SIP Refer

Answer:

C, E

Explanation:

C CCE Managed Transfer is supported in PCCE Deployments, as it allows the agent to transfer a call to another agent or skill group within the same PCCE system using the Finesse desktop. E SIP Refer is supported in PCCE Deployments, as it allows the agent to transfer a call to an external destination using the SIP Refer method. Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 43; [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 101

Question 4

Question Type: **MultipleChoice**

Which two components exchange data between Expanded Call Context Variables? (Choose two.)

Options:

A- CCE and Finesse

B- CVP and Finesse

C- Finesse and VXML Server

D- CUCM and PCCE

E- CCE and CVP

Answer:

B, E

Explanation:

B CVP and Finesse exchange data between Expanded Call Context Variables, as CVP can pass ECC variables to Finesse through the User to User Information (UUI) field in the SIP header. E CCE and CVP exchange data between Expanded Call Context Variables, as CCE can pass ECC variables to CVP through the Peripheral Interface Manager (PIM) or the VRU Peripheral Gateway (VPG) depending on the deployment model. Reference =Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR), page 6; [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 23

Question 5

Question Type: MultipleChoice

Which device access is needed to manage agent phones for UCCE/PCCE?

Options:

A- CUCM Admin

B- CCE Web Admin tool

C- Config Manager tool

D- Finesse Admin

Answer:

A

Explanation:

A CUCM Admin access is needed to manage agent phones for UCCE/PCCE, as it allows the administrator to configure device pools, partitions, calling search spaces, and other settings for the agent phones. Reference =Administering Advanced Cisco Contact Center Enterprise (CCEAA), page 4

Question 6

What should a Call Type be mapped to for successful call routing?

Options:

A- Routing Client

B- Scheduled Script

C- Dialed numbed

D- Default Label

Answer:

A

Explanation:

A Call Type is mapped to a Routing Client, which is a logical representation of a device that can receive and process routing requests from the CCE system. Reference =Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR), page 2

Question 7

What is the role of CVP in UCCE/PCCE?

Options:

A- interface between CUBE and UCCE/PCCE

B- queuing and self-service IVR

C- call routing brain of PCCE/UCCE

D- plays IVR Prompts to Callers

Answer:

B

Explanation:

The role of CVP in UCCE/PCCE is queuing and self-service IVR, as it provides voice response applications that can interact with callers, collect information, and queue calls for treatment by agents or other destinations. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 9

Question 8

What is referred to as a switch leg on CVP?

Options:

A- Script request from CVP to UCCE/PCCE

B- Ingress SIP call leg from Ingress gateway to CVP

C- Ringtone call from CVP to WB

D- Agent call initiated by CVP

Answer:

B

Explanation:

A switch leg on CVP refers to an ingress SIP call leg from Ingress gateway to CVP, as this is where CVP receives and controls incoming calls from PSTN or other networks. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

Question 9

Question Type: **MultipleChoice**

What are two default roles assigned to a supervisor imported from CCE DB? (Choose two.)

Options:

A- Value List Collection Designer

B- Agent Supervisor

C- Report Designer

D- Report Definition Designer

E- Dashboard Designer

Answer:

B, E

Explanation:

B Agent Supervisor is one of the default roles assigned to a supervisor imported from CCE DB, as it allows the supervisor to view and manage agents and teams in Finesse. E Dashboard Designer is another default role assigned to a supervisor imported from CCE DB, as it allows the supervisor to create and edit dashboards in CUIC. Reference = [Cisco Finesse Administration Guide Release 12.5(1)], page 13; [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 9

According to the Cisco Unified Intelligence Center User Guide, Release 12.6 (1), a supervisor imported from CCE DB is assigned two default roles: Agent Supervisor and Dashboard Designer1.The Agent Supervisor role allows the user to view reports related to agents, teams, and skill groups1.The Dashboard Designer role allows the user to create and edit dashboards that display reports in a graphical format1. The other options are not correct, because they are not default roles assigned to a supervisor imported from CCE DB.The Value List Collection Designer role allows the user to create and edit value list collections that define the values for report filters2.The Report Designer role allows the user to create and edit custom reports using the Report Definition Editor3.The Report Definition Designer role allows the user to create and edit report definitions that specify the data sources, fields, filters, and layouts for reports4.

1: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - User Roles

2: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - Value List Collections

3: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - Report Designer

4: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - Report Definition Designer

Question 10

What are two steps to enable database access on a CVP VXML Server to implement Database lookup using VXML? (Choose two.)

Options:

A- Clear the database for duplicates.

B- Restart the Tomcat service on SQL Server.

C- Install a compatible ODBC driver.

D- Add the JNDI Context configuration.

E- On an SQL Server, create an SQL user for JNDI reference.

Answer:

C, D

Question 11

What are two ways a Database Action Element is configured in the Call Studio application? (Choose two.)

Options:

A- JNDI name (include the jdbc/ portion]

B- CUCM Query

C- SQL Query

D- JNDI Context

E- SQL Type (Insert, Update. Single. Multiple]

Answer:

A, C

Explanation:

A JNDI name (include the jdbc/ portion) is one of the ways a Database Action Element is configured in the Call Studio application, as it specifies the name of the data source that is configured in the VVB to access the database. C SQL Query is another way a Database Action Element is configured in the Call Studio application, as it defines the SQL statement that is executed on the database to perform an operation or retrieve data. Reference = [Cisco Unified Call Studio User Guide Release 12.5(1)], page 48

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