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Exam : **600-460**

Title : Implementing and Supporting Cisco Unified Contact Center Enterprise

Version : DEMO

1.In the Cisco Unified Contact Center Enterprise with Cisco Unified CVP, which two statements about how to increase the Cisco Unified CVP availability are true? (Choose two.)
A. Must have SIP Proxy server to pass messages between the gateways and the Cisco Unified CVP servers.
B. Must have voice gateway TCL scripts to handle conditions where the gateways cannot contact the Cisco Unified CVP Call Server to direct the call correctly.
C. Add load balancers to load balance .wav file requests across multiple Cisco Unified CVP Media Servers.
D. Dedicate duplexed VRU peripheral gateways for each Cisco Unified CVP call server.
E. For a single data center with centralized deployment, deploy Cisco Unified CVP with N:N redundancy.
Answer: B,C

2.In the Cisco Contact Center Enterprise solution, which process is responsible for peer-to-peer synchronization?
A. ccagent
B. mds
C. router
D. opc
Answer: B

3.What is the semantic meaning of the RouterCallKeyDay variable?
A. It represents a number that corresponds to the day that the call was taken. For example: at midnight it could increment from 151191 to 151192.
B. It represents a string that corresponds to the day that the call was taken. For example: at midnight it could advance from "Monday" to "Tuesday".
C. It represents a number that uniquely identifies the call during the day it was taken. For example: at midnight it would reset to zero.
D. It represents a sequence number used for ordering rows for the same call.
E. It represents a string that corresponds to a Globally Unique Call Identifier.
Answer: A

4.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

5.Within Cisco Unified ICM, which process handles communication between the router and peripheral gateway components?
A. dbagent

B. opcs
C. ccagent
D. mds
Answer: C