

Cisco.600-460.v2018-03-25.q68

Exam Code:	600-460
Exam Name:	Implementing and Supporting Cisco Unified Contact Center Enterprise
Certification Provider:	Cisco
Free Question Number:	68
Version:	v2018-03-25
# of views:	725
# of Questions views:	19268
https://www.freecram.net/torrent/Cisco.600-460.v2018-03-25.q68.html	

NEW QUESTION: 1

In Cisco Unified Contact Center Enterprise 10.0 Outbound Option, the Routing and Administrative scripts are needed for the solution to work properly. Which two statements describe the functionality of the Administrative script? (Choose two.)

- A. enables and disables skill groups for an outbound campaign
- B. transfers a call to IVR or Non-IVR for Answering Machine or abandon calls
- C. controls a percentage of agents to be used in a campaign skill group
- D. reserves agents for specific outbound campaign
- E. transfers a call to IVR as a part of IVR campaign

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

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.server_info
- C. user.microapp.error_code
- D. user.microapp.FromExtVXML

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

In the Cisco Unified Contact Center Enterprise solution, if the private network fails but the visible network is still operational, which statement is true?

- A. The system stops routing calls because it cannot function without a private network.
- B. The private network data is rerouted automatically over the visible network.

- C. The system continues to operate but with only one call router in simplex mode.
- D. Both call routers go active and attempt to split the system until the private network is restored.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Which list of scripting objects is valid in a Consider If formula for Precision Queue?

- A. Call, Call Type, Proficiency, SkillGroup
- B. Call, Attribute, SkillGroup, Call Type
- C. Call Type, PQ, Attribute, Call
- D. Call, PQ, SkillGroup, Call Type

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

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. Dedicate duplexed VRU peripheral gateways for each Cisco Unified CVP call server.
- B. For a single data center with centralized deployment, deploy Cisco Unified CVP with N:N redundancy.
- C. Must have SIP Proxy server to pass messages between the gateways and the Cisco Unified CVP servers.
- D. Add load balancers to load balance .wav file requests across multiple Cisco Unified CVP Media Servers.
- E. 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.

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 6

Which option is needed to configure "user.microapp.media_server="http://mediaserver" value on Cisco Unified Contact Center Enterprise scripts?

- A. mapping an IP address to hostname on VXML gateway
- B. Cisco Unified Customer Voice Portal to route calls to "mediaserver"
- C. mapping an IP address to hostname on Cisco Unified Contact Center Enterprise
- D. no default "mediaserver" in Cisco Unified CVP configuration

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

Which two things can cause the "Send to VRU" to fail within an ICM script for Cisco Unified Customer Voice Portal? (Choose two.)

- A. Incorrect media file name.
- B. No network VRU is configured for the routing client.
- C. Send to originator is not enabled.

- D. Primary VRU peripheral gateway is out of service.
- E. VRU PIM just got out of service.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Which three statements about Cisco Unified Customer Voice Portal Whisper Announcements are true?

(Choose three.)

- A. The Whisper Announcement dialed number is always an extension of the Ringtone dialed number with an extra two zeros at the end.
- B. As an option, set the dial plan with 9292*.
- C. The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.
- D. The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.
- E. As an option, set the dial plan with 9191*.
- F. The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

- A. signaling forward conditional
- B. signaling forward conditional sip info
- C. signaling forward unconditional
- D. signaling forward unconditional sip info
- E. signaling sip forward unconditional

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Which option describes the steps to configure a non-global Not Ready code for a Cisco Unified ICM team using Contact Center Enterprise solution with Cisco Finesse?

- A.** Add team in ICM, add Not Ready reason code in ICM, add reason code to team in Cisco Finesse.
- B.** Add team in ICM, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), add reason code to team in Cisco Finesse.
- C.** Add team in ICM, add Not Ready reason code in Cisco Finesse, add reason code to team in Cisco Finesse.
- D.** Add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), add reason code to team.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

While a voice gateway accesses webservices elements, it times out and throws an error.badfetch event.

Which two options are common ways to reduce such errors? (Choose two.)

- A.** Set mediafetchDelay timeout.
- B.** Set FetchAudioDelay timeout.
- C.** Set FetchAudioMinimum timeout.
- D.** Set mediafetchDelay.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Which option describes how many reason codes you can assign across all teams using Cisco Finesse Admin?

- A.** 100 sign-out reason codes and 100 not ready reason codes for a total of 200.
- B.** 50 sign-out reason codes and 50 not ready reason codes for a total of 100.
- C.** A total of 100 sign-out reason codes and not ready reason codes.
- D.** There is no limit. You can assign as many team-based reason codes as you like.

Answer: **A** ([LEAVE A REPLY](#))

NEW QUESTION: 14

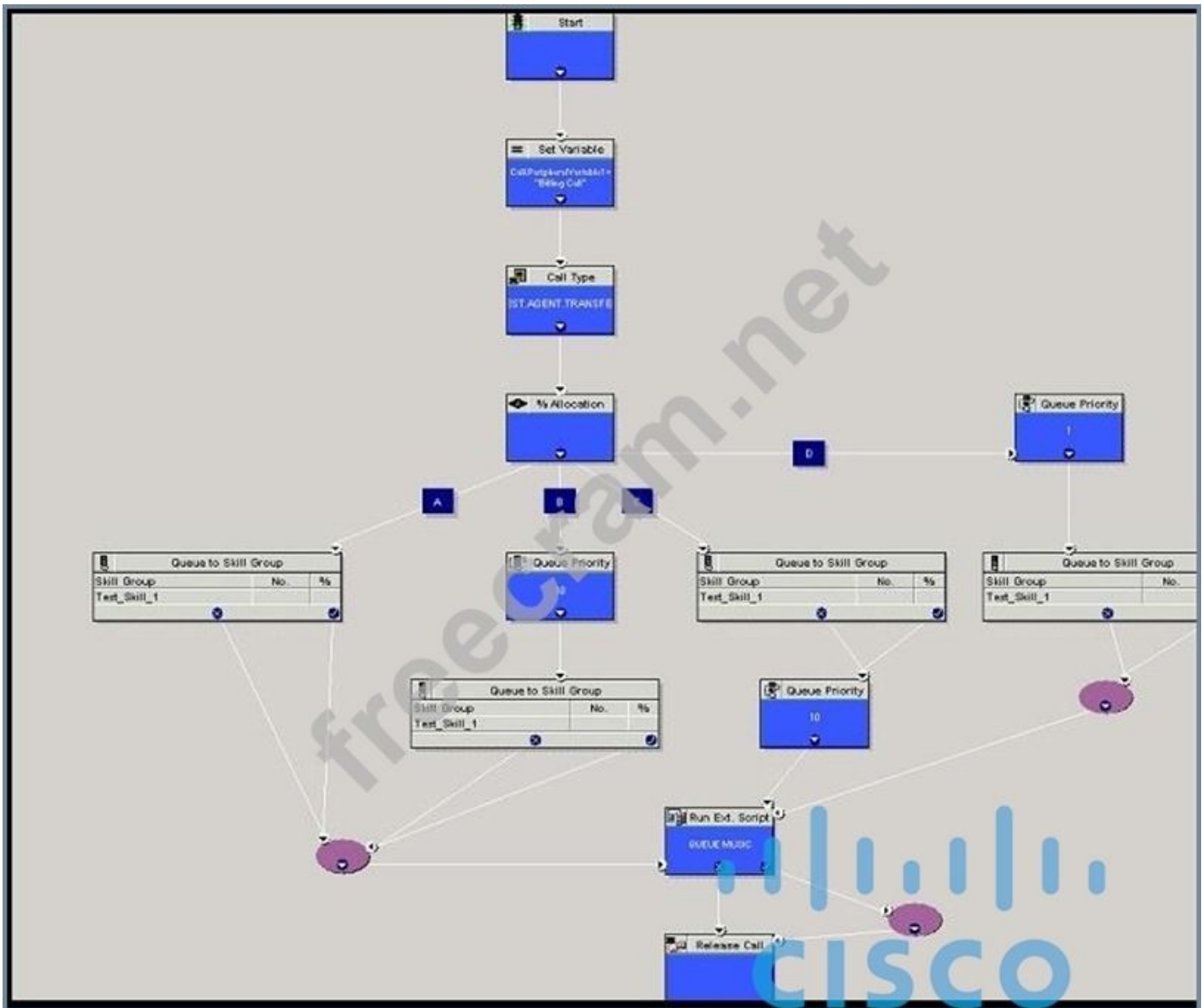
In the Cisco Unified Contact Center Enterprise solution with SIP Dialer, which option lists the correct order to setup the components (assuming the agent peripheral gateway host already exists)?

- A.** configure dialer, port map, media routing peripheral gateway; install dialer, media routing peripheral gateway
- B.** install media routing peripheral gateway, dialer; configure media routing peripheral gateway, dialer
- C.** install dialer, media routing peripheral gateway; configure dialer, port map, media routing peripheral gateway
- D.** configure media routing peripheral gateway, dialer; install media routing peripheral gateway, dialer

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

Refer to the exhibit.



Four calls enter the script in the exhibit but are queued due to no agents being available. Assume that the calls are equally distributed across the A, B, C, and D path in that order using the % Allocation Node and that the Queue to Skill Group Node priority is left at its default setting. Which call is answered first?

- A. The call that traversed through the C path.
- B. The call that traversed through the B path.
- C. The call that traversed through the A path.
- D. The call that traversed through the D path.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

Which dial number patterns are needed on a Cisco Packaged Contact Center Enterprise deployment when configuring Cisco Unified CVP?

- A. ICM dialed number, network VRU, ring back, error
- B. agent device, CUCM VRU, ringtone, survivability
- C. ICM dialed number plan, network VRU, ringtone, error
- D. agent device, network VRU, ringtone, error
- E. agent device, network VRU, ringtone, survivability

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 18

Refer to the exhibit.

Unified CVP Call Server Configuration

Save Save & Deploy Help

General **ICM** SIP IVR Device Pool Infrastructure

General Configuration

VRU Connection Port: * 1 5000

Maximum Length of DNIS: * 10

Translation Routed DNIS Pool

☒ Add:

☐ Add a range: to

Add DNIS Delete DNIS

Configured DNIS:

Advanced Configuration

New Call Service ID: * 1 1

Pre-routed Call Service ID: * 1 2

New Call Trunk Group ID: * 1 100

Pre-routed Call Trunk Group ID: * 1 200

This exhibit is the setup of the Cisco Unified Customer Voice Portal Server. Based on this configuration, which two options must be configured in the Cisco Unified Contact Center Enterprise Configuration Manager tool? (Choose two.)

- A. A network VRU should be configured with a label of maximum length 10 digits.
- B. A VRU PG peripheral should be configured with a peripheral ID of 5000.
- C. A network trunk group explorer trunk group should be configured on the Cisco Unified CVP PG peripherals with a peripheral number of 100.
- D. A PG explorer peripheral should be configured with a peripheral ID of 200.
- E. A network trunk group explorer trunk group should be configured on the Cisco Unified CVP PG peripherals with a peripheral number of 5000.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

- A. bootstrap.tcl
- B. ringtone.tcl
- C. handoff.tcl
- D. bootstrap.vmxl

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

Which Cisco Finesse CLI command provides the license MAC address?

- A. show net detail
- B. show network detail
- C. show status
- D. show net status
- E. show network status

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

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. Cisco Dirsync
- B. Cisco DB
- C. System Application Agent
- D. Cisco Tomcat
- E. Cluster Manager

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

Which option best describes the issue with a call failing in Cisco Unified ICM at the Send to VRU node in a comprehensive Cisco Unified Customer Voice Portal deployment?

- A. The Cisco Unified CVP server is running on temporary licenses.
- B. The VXML application is not deployed to the CVP servers.

D. The call type is not mapped to the Cisco Unified ICM script.

NEW QUESTION: 24

A. show replication status

B. utils replication status

C. utils dbreplication status

D. show dbreplication status

NEW QUESTION: 25

A. 2000

B. 500

C. 1000

D. 6000

E. 76,00

NEW QUESTION: 26

A. In the peripheral gateway, Agent Phone Line Control not set to "All Lines".

B. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.

C. Phone Join Across Lines feature is enabled.

D. MAC address of the phone not associated with PG user.

E. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

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

A. Skill Group

B. Precision Queue

C. Percent Allocation

D. Call Type

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

Refer to the exhibit.

```
09:45:09:220 PG1A-pim1 Trace: dtRequeryResultInd: CVP concludes whisper announcement  
prompt: netTargID=100000, RTRCallKey=150746.102, ASTID=5004 CallID=16781247, result: 11  
09:45:09:220 PG1A-pim1 Trace: SendPendingEvents: Established. Ext=1012AgentID=40002  
State=8  
09:45:09:220 PG1A-pim1 Trace: CSTA ESTABLISHED, TelephonyDriver::Established: SENT TO OPC  
CallID = 16781247 DeviceID = 1012 DeviceType = Static  
Answering = 1012  
Calling = 1011  
Called = 1012  
Redirection =  
LocalState = CONNECT  
Cause = EC NONE
```

While a Whisper Announcement call is being troubleshooted, the Cisco Unified Contact Center Enterprise Peripheral Gateway PIM log is captured. Which option describes what the log file indicates?

A. The agent PIM gets notification that the Whisper Announcement is done and sends the established event to the agent.

B. The VRU PIM gets notification that the Whisper Announcement is done and sends the established event to the agent.

C. The agent PIM gets notification that the Whisper Announcement is done and sends the established event to the caller.

D. The VRU PIM gets notification that the Whisper Announcement is done and sends the established event to OPC.

E. The MR PIM gets notification that the Whisper Announcement is done and sends the established event to the OPC.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

Which three methods ensure that Cisco Unified Contact Center Enterprise route requests that experience unexpected scripting conditions are counted as default-routed rather than errors in call type reports?

(Choose three.)

- A.** In all routing scripts, account for failure by creating a path for calls that encounter unexpected conditions.
- B.** Include a Termination node with Termination type of default label for all scripts in which there is some unexpected input.
- C.** Configure default labels for each skill group using the Configuration Manager.
- D.** In all routing scripts, account for failure by triggering one of the congestion control features to handle the call.
- E.** Test your scripts to ensure that all routing logic is correct.
- F.** Configure default labels for each dialed number using the Configuration Manager.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

- A.** Suffix three digits to dialed number.
- B.** Prefix three digits to the dialed number at the end.
- C.** Truncate three digits from dialed number.
- D.** Consider only the first three digits from the dial number.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

What is the semantic meaning of the RouterCallKeyDay variable?

- A.** It represents a number that uniquely identifies the call during the day it was taken. For example: at midnight it would reset to zero.
- B.** It represents a string that corresponds to a Globally Unique Call Identifier.
- C.** 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.
- D.** It represents a sequence number used for ordering rows for the same call.
- E.** 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".

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

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

- A. dumplog router <options..>
- B. dumplog rtr <options..>
- C. viewlogs rtr <options..>
- D. showlogs rtr <options..>

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

Which three objects are created by the Domain Manager tool in the Cisco Unified ICM? (Choose three.)

- A. ICM Organizational Unit
- B. ICM User Group policy
- C. ICM agent users
- D. ICM Security policy
- E. ICM facility
- F. ICM instance

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 34

With Cisco Finesse, which two options list the two commands to stop and start the Tomcat service?

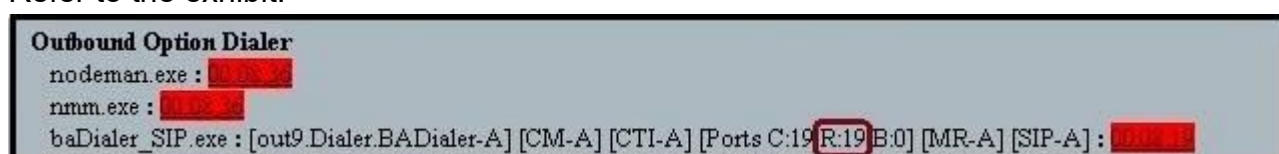
(Choose two.)

- A. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Tomcat
- B. To stop the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
- C. To start the Cisco Tomcat service, enter this CLI command: utils service start Cisco Tomcat
- D. To start the Cisco Tomcat service, enter this CLI command: utils start Cisco Tomcat
- E. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Cisco Tomcat
- F. To start the Cisco Tomcat service, enter this CLI command: utils service start Tomcat

Answer: C,E ([LEAVE A REPLY](#))

NEW QUESTION: 35

Refer to the exhibit.



In a Cisco Unified Contact Center Enterprise 10.0 Outbound Option with SIP dialer, you check the status of the Dialer process from Diagnostic Framework Portico. What does the circled message "R" represent?

- A. telephony port status
- B. customer instance name
- C. configured ports
- D. reserved ports
- E. ready ports

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

Which two options are needed in the Cisco Finesse Platform installation wizard? (Choose two.)

- A. Cisco Finesse HTTPS redirect enabled
- B. access to the Internet
- C. HTTPS redirect disabled
- D. access to a Network Time Protocol server
- E. preconfigured domain name server and have set up forward and reverse DNS
- F. AWDB database configured and online

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

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: ([SHOW ANSWER](#))

NEW QUESTION: 38

Refer to the exhibit.

Name: Browserpop

Description: Browserpop

When to perform Actions: When a Call is answered

How to apply Conditions: If all Conditions are met

callVariable1	Is not equal to	1	X
BASatus	Is not empty		X
BAAccountNumber	Is not empty		X
BASatus	Is not equal to	1	X
BACampaign	Is not empty		X

Add Condition

Ordered List of Actions

Name	Type
Browserpopflow	BROWSER_POP

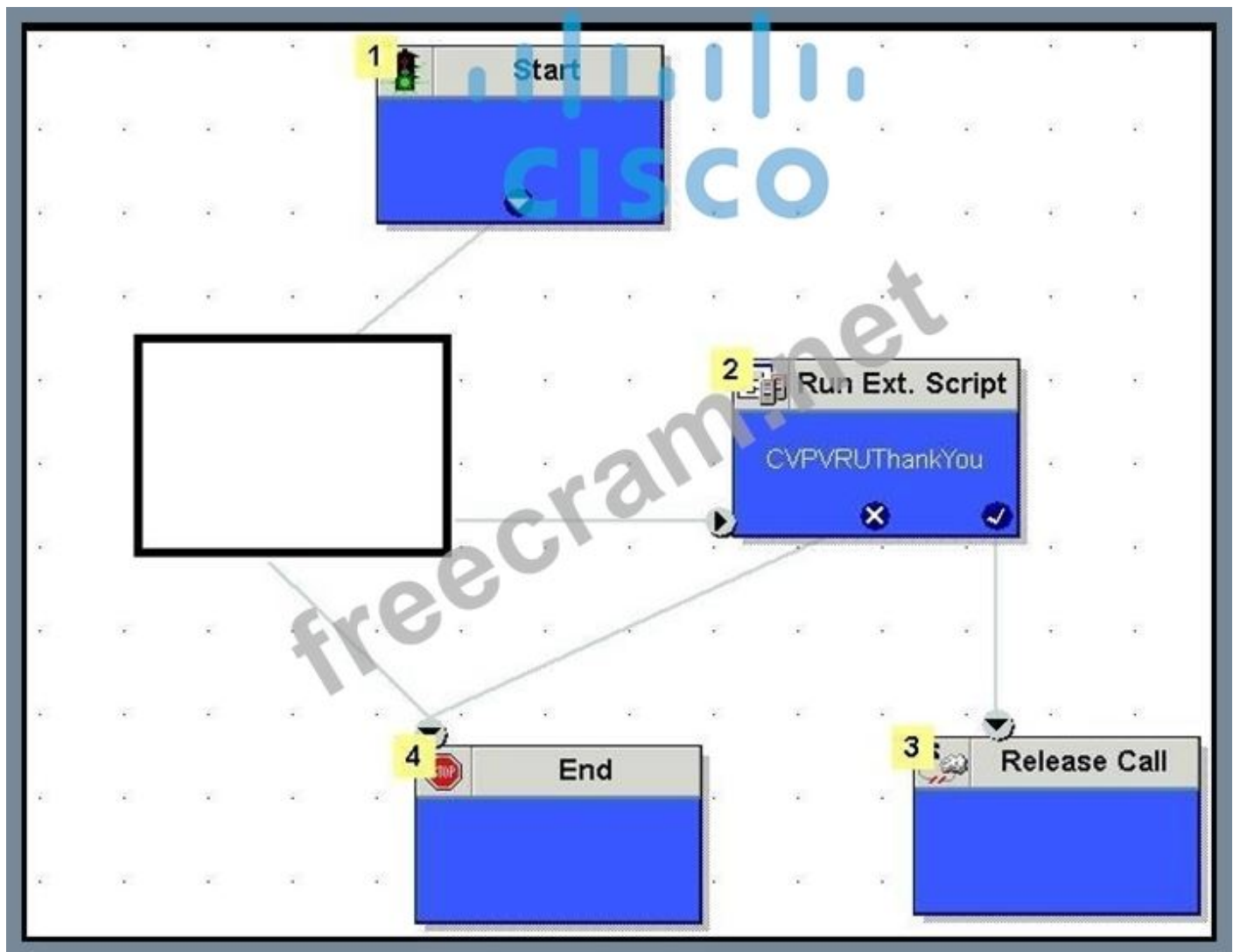
In Cisco Finesse 10.0(x), a workflow is created for an Outbound Option call. Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?

- A. callVariable1 is not equal to 1.
- B. BASatus is not equal to 1.
- C. BAAccountNumber is not empty.
- D. BASatus is not empty.
- E. BACampaign is not empty.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

Refer to the exhibit.



In Cisco Unified Contact Center Enterprise Outbound Option when configuring Transfer to IVR campaign, which two nodes can be used in the routing script to transfer the call to an external script (CVP VXML application)? (Choose two.)

- A. Translation Route to VRU node
- B. Send to VRU node
- C. Go to Script node
- D. Route Select node
- E. Queue to Skill Group node

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

- A. database sizing utility
- B. DBExpand
- C. Microsoft SQL Studio
- D. ICMDBA

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

The current operating status for multiple devices is displayed in the Cisco Unified Customer Voice Portal OAMP Control Center tab within the Operations Console web page. Which three devices show an operating status? (Choose three.)

- A. Cisco Unified Contact Center Enterprise server
- B. Cisco Unified CVP call server
- C. SIP proxy server
- D. Cisco Unified CVP reporting server
- E. Cisco Unified CVP VXML server
- F. VXML gateway
- G. Cisco Unified Communications Manager

Answer: B,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 42

Which option about the ICM heartbeat interval and maximum number of missed heartbeats allowed between duplexed sides over the private network is true?

- A. 100 ms, 5 heartbeats
- B. The heartbeat interval and maximum missed heartbeats settings can be customized by a system administrator
- C. 400 ms, 3 heartbeats
- D. 100 ms, 3 heartbeats
- E. 400 ms, 5 heartbeats

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

What must be enabled when configuring voice gateways to support SIP dialers?

- A. 100rel
- B. 200rel
- C. signaling forward unconditional
- D. signaling forward 100

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

Which two statements about when you install/deploy Cisco Unified Contact Center Enterprise VMs on VMware ESXi hosts are true? (Choose two.)

- A. You cannot enable hyper-threading at the hypervisor level.
- B. You can enable hyper-threading at the hypervisor level, but you cannot over-subscribe the vCPU and vRAM.
- C. You can enable hyper-threading at the hypervisor level.
- D. You can enable hyper-threading at the Guest OS level.
- E. You cannot enable hyper-threading, but you can over-subscribe the vCPU and vRAM.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

Which two statements about Precision Queues are true? (Choose two.)

- A. A Consider If statement may be configured in any step.
- B. Precision Queues can be configured for usage in agent-based inbound campaigns.
- C. At least one step must be configured for a Precision Queue.
- D. Either ICM Skill Groups or Precision Queues must be utilized within an ICM instance - not both.
- E. A Wait Time may be configured in any step except for the last step.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

Which two actions are needed to enable VXML application detail reporting? (Choose two.)

- A. Set user.vxml_detail_rpt.rpt_Serv to value 1.
- B. Enable Report Data Exclusive Filtering.
- C. Deploy CVP reporting server then associate CVP Call Server to the CVP reporting server.
- D. Set user.vxml_detail_rpt.rpt_Serv to value 0.
- E. Enable reporting for CVP VXML Server as well as VXML Application detail.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

You have deployed a VXML application named MyVXMLApp. Which variable name must be passed using one of the user.microapp.ToExtVXML ECC variables?

- A. vxmlapp=MyVXMLApp
- B. appname=MyVXMLApp
- C. application=MyVXMLApp
- D. app=MyVXMLApp

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

Which three rules apply when configuring agent teams? (Choose three.)

- A. An agent team can have only one primary supervisor.

- B. An agent can be a member of only one agent team.
- C. An agent team can have multiple primary supervisors but can only be a member of one teams.
- D. An agent team can have multiple primary supervisors.
- 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 can be a member of multiple agent teams.
- H. An agent team can have only one primary supervisor but can be a member of multiple teams.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

- A. updateApp.bat
- B. status.bat
- C. getVersions.bat
- D. displayApp.bat

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

Which four items does the Cisco Finesse administrative application allow administrators to configure?

(Choose four.)

- A. ready and login reason codes
- B. connections to the CTI OS server and the Administration & Data server database
- C. upload third-party gadgets
- D. workflows and workflow actions
- E. desktop layout and conference resources
- F. call variable and ECC variable layout

- G. cluster settings for VOS replication
- H. wrap-up reasons and phonebooks

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

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. external phone number CallerID
- C. agent ACD extension length
- D. determines how many digits of the dialed number are significant

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

In a Cisco Unified Contact Center Enterprise deployment, callers report intermittent voice-quality issues.

What might cause this problem?

- A. The Cisco voice gateways have too few trunks to accept the inbound calls.
- B. The Cisco Finesse is locking up because of a virus.
- C. The system has too few DSP transcoding resources to support all the calls across the WAN.
- D. Cisco Unified Communications Manager has too few conference bridge resources.
- E. A different voice codec is used by the caller and the agent.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

NEW QUESTION: 54

You are about to perform a Tech Refresh upgrade for a customer. The customer wants more details about how the historical data is maintained. The customer has two sides each with a router, logger, and HDS- DDS. Which is the best explanation?

- A. The HDS-DDSs continuously synchronized the historical data to keep themselves up to date.
- B. Each side synchronized its data from the logger using SQL replication.
- C. The routers exchange historical data to keep themselves up to date and each router keeps its local HDS-DDS up to date.
- D. The loggers exchange historical data to keep themselves up to date and each logger keeps its local HDS-DDS up to date.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

When performing an upgrade to Cisco Unified Contact Center Enterprise solution, which components do not need to be upgraded together during the same maintenance window?

- A. Cisco Unified ICM call router and peripheral gateway

- B. Cisco Unified ICM call router and administrative workstation
- C. Cisco Unified ICM call router and logger
- D. administrative workstation and HDS-DDS

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 56

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

- A. ccagent
- B. mds
- C. dbagent
- D. opcs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

Which option lists the settings in the registry to enable IPsec logging with Cisco Unified ICM?

- A. Add Key = Oakley; DWORD Value = EnableLogging; DWORD Value = 1
- B. Add Key = IPsec; DWORD Value = Enable_Logging; DWORD Value = 0
- C. Add Key = Security; DWORD Value = Enable-Logging; DWORD Value = 1
- D. Add Key = Oak; DWORD Value = EnableLog; DWORD Value = 1

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

Which option lists the minimum extended call variables that are needed for Cisco Unified Customer Voice Portal Agent Greetings?

- A. user.ToExtVXML, user.app_media_lib, user.input_type
- B. user.microapp.ToExtVXML, user.microapp.app.media_Server, user.microapp.locale
- C. user.microapp.FromExtVXML, user.microapp.app_media_lib, user.microapp.input_type
- D. user.microapp.ToExtVXML, user.microapp.app_media_lib, user.microapp.input_type
- E. user.microapp.FromExtVXML, user.microapp.app.media_Server, user.microapp.input_type

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

Which command is issued to check the replication status of a Cisco Unified Intelligence Center cluster?

- A. utils dbreplication summary
- B. utils dbreplication
- C. utils dbreplication runtimestate
- D. show dbreplication status

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

Refer to the exhibit.



In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging into the desktop. The error message highlighted has been found in the CTI Jgw1 log file. Which option describes the likely cause of this error?

- A. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.
- B. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.
- C. Phone IPv6 feature is enabled.
- D. MAC address of the phone not associated with PG user.
- E. Phone Join Across Lines feature is enabled.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

In the Cisco Contact Center Enterprise solution, which process is responsible for peer-to-peer synchronization?

- A. router
- B. mds
- C. ccagent
- D. opc

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

Which two options affect the Ring No Answer behavior of the agent with the Cisco Unified Contact Center Enterprise Solution and Cisco Unified Customer Voice Portal? (Choose two.)

- A. Cisco Unified Communications Manager unattended port setting
- B. Target Requery in an ICM script queue step
- C. Agent Desktop Ring No Answer time setting
- D. CVP transfer timeout timer setting

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

Which statement about when you deploy Cisco Unified CCE on Cisco UCS C-Series Tested Reference Configuration Servers is true?

- A. You check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.
- B. You can add more disks to the Cisco UCS C-Series TRCs to meet IOPS requirements.
- C. You do not need to check/calculate if you have enough IOPS as described on Cisco Unified CCE docwiki VMs storage requirements.
- D. You cannot add more disks, but you can connect the Cisco UCS C-Series TRC to the SAN in the network to meet IOPS requirements.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

Which three statements about Multi Line Agent mode in a Cisco Unified Contact Center Enterprise deployment are true? (Choose three.)

- A. Shared lines are supported on ACD lines but not on non-ACD lines.
- B. Allows Unified CCE to support Join Across Line and Direct Transfer Across Line features on the phone.
- C. It requires a maximum of two call appearances.
- D. Call Park is supported on ACD and non-ACD lines.
- E. It monitors and reports calls on all lines on the phone.
- F. It requires a busy trigger of 2 (call waiting), although calls cannot be forwarded to other extensions on the phone when busy.
- G. It monitors and reports of calls on only one line on the phone.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

Which three options dictate that MicroApps are not sufficient and require Call Studio for Call Flow scripting? (Choose three.)

- A. IVR Outbound option
- B. Emergency Contact Center closure
- C. agent whisper
- D. recording a .wav file
- E. agent greeting
- F. FTP a file
- G. Courtesy Callback

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

Which option lists what the Security Wizard configures with Cisco Unified Contact Center Enterprise?

- A. network isolation, IPsec configuration, and Windows configuration
- B. Windows Firewall, network isolation, and SQL hardening
- C. Windows Firewall, IPsec configuration, and gateway security
- D. VPN configuration, IPsec configuration, and NAT configuration

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

When using the Play Media micro-application, which parameter automatically generates the media file name for an agent greeting?

- A. -ag
- B. -aa
- C. -g
- D. -a

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

Which tool can be used to monitor Cisco Unified Communications Manager statistics?

- A. Performance Monitor
- B. Real-Time Monitoring Tool
- C. Operations Console
- D. Cisco Unified Contact Center Domain Manager

Answer: ([SHOW ANSWER](#))

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