



**"Please note that these files may not be up to date. However, the questions will help you understand the exam format and typical question patterns."**

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## Question: 1

What are the two main features of the Cisco VVB? (Choose two.)

- A. provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- B. allows an agent to retrieve the required information through voice commands without interacting with a customer
- C. supports only one language for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- D. provides a more comprehensive and effective agent service by efficiently handling call traffic with self-service or fast transfer to the correct customer the first time
- E. allows customers to retrieve the required information through voice commands without interacting with an agent

**Answer: AE**

Explanation:

The correct answer is A and E. The Cisco VVB has the following features:

[Facilitates self-service options such as access to check account information or user-directed call routing by processing user commands through touchtone input or speech-recognition technologies1. Allows customers to retrieve the required information through voice commands without interacting with an agent, to navigate to the correct department, or to get help from an agent1.](#)

[Provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition \(ASR\) and Text-To-Speech \(TTS\) capabilities1.](#)

[Provides more comprehensive and effective customer service by efficiently handling call traffic with self-service or fast transfer to the correct agent the first time1.](#)

Option B is incorrect because it is the opposite of what Cisco VVB does. [Cisco VVB allows customers, not agents, to use voice commands without interacting with an agent1.](#)

Option C is incorrect because [Cisco VVB supports multiple languages for ASR and TTS, not just one1.](#)

Option D is incorrect because it confuses the roles of customers and agents. [Cisco VVB provides better customer service, not agent service, by transferring customers to the right agent, not vice versa1.](#)

## Question: 2

Which two CCE configuration objects can be configured from the Web Administration tool? (Choose two.)

- A. Dialed Numbers
- B. Agents
- C. Routing Scripts
- D. Administrative Scripts
- E. Deleted Objects

**Answer: BC**

Explanation:

### Question: 3

How can the Extension Mobility feature be described?

- A. As part of the configuration, the Device profile needs to be created in CCE and associate each Device Profile with the appropriate Agent.
- B. As part of the configuration, both device profiles and phones need to be added to the pg user account.
- C. The Cisco Unified CM feature that allows Agents to temporarily access their Cisco Unified IP Phone configuration, such as line appearances, services, and speed dials, from other Unified IP Phones.
- D. The Extension Mobility Cross Cluster works on phones that are located in the same Unified CM Cluster.

**Answer: C**

Explanation:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/admin/10\\_5\\_2/ccmfeat/CUCM\\_BK\\_C3A84B33\\_00\\_cucm-feature-configuration-guide\\_1052/CUCM\\_BK\\_C3A84B33\\_00\\_cucm-feature-configuration-guide\\_chapter\\_011101.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_5_2/ccmfeat/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_chapter_011101.html)

The correct answer is C. [The Extension Mobility feature can be described as follows1:](#)

[The Cisco Unified CM feature that allows Agents to temporarily access their Cisco Unified IP Phone configuration, such as line appearances, services, and speed dials, from other Unified IP Phones1. The feature enables users to log in to any phone that supports Extension Mobility and use it as their own phone1.](#)

[The feature supports both intra-cluster and cross-cluster scenarios, where users can log in to phones that are located within the same or different Unified CM clusters1.](#)

The other options are incorrect because:

[Option A is incorrect because the device profile needs to be created in Unified CM, not CCE, and associated with the user, not the agent1.](#)

[Option B is incorrect because only the device profile needs to be added to the pg user account, not the phone2.](#)

[Option D is incorrect because the Extension Mobility Cross Cluster works on phones that are located in different Unified CM clusters, not the same cluster1.](#)

Extension Mobility is a feature of Cisco Unified Communications Manager (CM) that allows users to temporarily access their personal phone settings, such as line appearances, services, and speed dials, on different Cisco Unified IP Phones. This feature is particularly useful in environments where users change workspaces frequently or share workspaces with others.

Reference: Cisco Unified CM's official documentation provides comprehensive details on the Extension Mobility feature, including its setup, configuration, and usage.

### Question: 4

Which VVB CLI command can set an individual media file to an expired state?

- A. set VVB cache stale\_cache\_entries
- B. show set VVB cache stale\_cache\_entry <cache\_entry\_url>
- C. Outils VVB cache stale\_cache\_entry <cache\_entry\_url>
- D. set VVB cache stale\_cache\_entry <cache\_entry\_url>

**Answer: C**

Explanation:

### Question: 5

Which two key tasks must be completed in ICM to enable basic agent functionality in a CCE deployment? (Choose two.)

- A. configure Skill groups and Skill targets
- B. configure Agent Desk Settings
- C. configure Route teams and Skill targets
- D. configure Agent Route Groups
- E. configure the Administrators

**Answer: A, B**

Explanation:

To enable basic agent functionality in a Cisco Contact Center Enterprise (CCE) deployment, key configurations within the Intelligent Contact Management (ICM) component are necessary: A. Configure Skill Groups and Skill Targets: Skill groups are collections of agents with similar skills. Skill targets are specific routing points associated with skill groups. Configuring these elements is essential for directing calls to the most suitable agents based on their skills.

B. Configure Agent Desk Settings: These settings define the operational parameters for agents, such as wrap-up time, maximum call handling time, and other agent-specific settings. These configurations are crucial for managing agent efficiency and ensuring quality customer service.

Reference: Cisco CCE and ICM configuration guides provide detailed instructions on setting up these components to ensure efficient agent functionality and optimal call routing within the contact center.

### Question: 6

What is the goal of identifying a call type?

- A. to ensure the correct Skill Target is selected
- B. to ensure the call goes to the correct MRD
- C. to ensure the contact is handled by the correct CCE Routing Script
- D. to ensure the call reaches the agent in the correct queue

**Answer: C**

Explanation:

Skill targets are used to route calls to the appropriate Agent, and the call type is used to determine which skill target should be used for the call. By correctly identifying the call type, the CCE system can ensure that the call is routed to the correct skill target and that the call is handled by the right agent.

Reference: [1] May 24, 2022 ... Extension mobility functionality extends to most Cisco Unified IP Phones [1]. ... Create an Extension Mobility Device Profile for Users. [2] How can the Extension Mobility feature be described? A [1][2]. As part of the configuration, the Device profile needs to be created in CCE and associate each... [3] Sep 12 [2], 2022 ... As part of the configuration in Unified Communications Manager Administration [3][4], you create a device profile for each agent that will use... [4] Cisco IOS-XE does not have built-in voice browser capability [3][4]. ... or the corresponding Extension Mobility device profile is not associated with a Unified... [5] As part of the configuration in Unified Communications Manager Administration [1][3], you create a device profile for each agent that will use Extension Mobility,...

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/admin/12\\_5\\_1SU1/cucm\\_b\\_feature-configuration-guide-for-cisco1251SU1/cucm\\_b\\_feature-configuration-guide-for-cisco1251SU2\\_chapter\\_011110.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/12_5_1SU1/cucm_b_feature-configuration-guide-for-cisco1251SU1/cucm_b_feature-configuration-guide-for-cisco1251SU2_chapter_011110.html)

1. Feature Configuration Guide for Cisco Unified Communications ...

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/admin/12\\_5\\_1SU1/cucm\\_b\\_feature-configuration-guide-for-cisco1251SU1/cucm\\_b\\_](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/12_5_1SU1/cucm_b_feature-configuration-guide-for-cisco1251SU1/cucm_b_)

### Question: 7

Which microapp is used to gather information from the caller?

- A. Play Digit microapp
- B. Play Media microapp
- C. Get Digits microapp
- D. Get Speech microapp

**Answer: C**

Explanation:

The Get Speech microapp is used to gather information from the caller in Cisco Virtual Voice Browser (VVB). The Get Speech microapp allows customers to interact with the VVB system using natural language speech inputs, such as providing an account number, name, or address. This microapp uses

Automatic Speech Recognition (ASR) technology to transcribe the caller's speech and provide the transcribed information to the next step in the call flow for further processing or routing.

It is worth noting that Get Digits microapp is used to gather DTMF digits from the caller.

Reference: Cisco Virtual Voice Browser (VVB) - Microapp Reference - Cisco

<https://www.cisco.com/c/en/us/support/customer-collaboration/virtual-voice-browser/products-microapp-reference-list.html>

### Question: 8

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

- 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.

### Question: 9

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

- 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

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**

Explanation:

### Question: 11

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

- 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: 12

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

- 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: BE**

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:

- 8. 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: 13

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

- 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: 14

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

- 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 PSTN 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 PSTN 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: 15

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: 16

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

- A. Monitor
- B. Edit
- C. Browse

D. Quick Edit

**Answer: B**

Explanation:

### Question: 17

Which two functionalities should a Contact Center typically be provided? (Choose two.)

- A. Skill-Based Routing
- B. Surveys
- C. IVR and Queuing
- D. TCP/IP
- E. Routing Protocols

**Answer: AC**

Explanation:

A Contact Center typically needs to provide the following functionalities:

A. Skill-Based Routing: This functionality allows the Contact Center to route calls to the most appropriate agent based on their skills, ensuring that customers are matched with agents who can best address their needs.

C. IVR and Queuing: Interactive Voice Response (IVR) systems and queuing mechanisms are crucial for managing incoming calls, providing self-service options, and efficiently managing caller wait times until an appropriate agent is available.

Reference: Cisco's documentation on Contact Center solutions, including Unified Contact Center Enterprise (UCCE), often highlights the importance of Skill-Based Routing and IVR/Queuing functionalities in providing effective customer service.

### Question: 18

Where should the RONA setting be positioned the highest?

- A. on CVP OPS console
- B. on the phone in CUCM
- C. on the desk setting on UCCE
- D. on the script in UCCE

**Answer: A**

Explanation:

### Question: 19

What are two default CCB VXML applications that could be modified? (Choose two.)

- A. CallbackEntry
- B. cvp\_ccb-vxml.tcl
- C. Callback Engine
- D. BillingQueue
- E. CallbackQueue

**Answer: AE**

Explanation:

In the context of Cisco Customer Voice Portal (CVP), two default Call Studio VXML applications that could be modified are:

A. CallbackEntry: This application handles the initial interaction with callers when they choose to use a callback feature, collecting necessary information and initiating the callback process.

E. CallbackQueue: This application manages the queuing logic for callbacks, ensuring that callback requests are processed in an orderly manner and according to predefined rules and priorities. Reference: Cisco CVP and Call Studio documentation provide insights into the default VXML applications, including CallbackEntry and CallbackQueue, and how they can be customized or modified to meet specific Contact Center requirements.

**Question: 20**

What is the function of the CVP Subdialog Return element in a VXML application?

- A. populate variables sent back to CCE
- B. populate variables sent back to Virtualized Voice Browser
- C. populate variables sent back to VXML Gateway
- D. populate variables sent back to VXML Server

**Answer: A**

Explanation:

The function of the CVP Subdialog Return element in a VXML application is to populate variables sent back to Cisco Contact Center Enterprise (CCE) from the VXML application. This element is used at the end of a subdialog invocation to return control to the main IVR application, along with any data collected or processed during the subdialog. This mechanism allows for dynamic exchange of information between different parts of an IVR application and the broader Contact Center solution, enabling complex call flows and data-driven decision-making.

Reference: Documentation on Cisco's VXML Server and CVP provides detailed information on how Subdialog Return elements are used within VXML applications to interface with CCE and other components of the Contact Center infrastructure.

**Question: 21**

How are additional ICM Tools added?

- A. Script Editor is available in the PG and ICM Router server.
- B. PG Server node will add the additional tools provided in the Administration Tools folder.
- C. Admin Server node will add the additional tools provided in the Administration Tools folder.
- D. The Logger Server node will add the additional tools provided in the Administration Tools folder.

**Answer: C**

Explanation:

Additional ICM tools are typically added through the Admin Server node. The Administration Tools folder on the Admin Server contains various ICM configuration and management tools, including the Script Editor, Configuration Manager, and others. By installing or configuring these tools on the Admin Server, they become available for use in managing and configuring the ICM environment.

Reference: Cisco ICM/UCCE administrative documentation provides guidelines on setting up and managing the ICM environment, including the addition of tools through the Admin Server.

### Question: 22

Which communication protocol is being used between PG/Router and Live Data to generate report information?

- A. TCP
- B. HTTP
- C. TIP
- D. UDP

**Answer: C**

Explanation:

### Question: 23

Which two components must a script be associated with to run? (Choose two.)

- A. CED
- B. Media Routing Domain
- C. Skill Target
- D. Call Type
- E. Dialed Number

**Answer: D, E**

Explanation:

For a script to run in a Cisco Contact Center environment, it must be associated with:

- D. Call Type: Call Types categorize calls based on their characteristics or how they should be handled. Associating a script with a Call Type allows the system to execute the script for calls of that category, applying the specific routing logic defined in the script.
- E. Dialed Number (DN): The Dialed Number is used to identify the call's intended destination or service. Associating a script with a Dialed Number allows the system to trigger the script when a call is received on that number, ensuring that calls are processed according to the routing logic defined for that DN.

Reference: Cisco scripting and configuration documentation for Contact Center solutions detail how scripts are associated with Call Types and Dialed Numbers to control call routing and processing.

### Question: 24

How many teams can an Agent be a part of?

- A. 1
- B. 2
- C. 3
- D. unlimited

**Answer: A**

Explanation:

**Question: 25**

What are two purposes of Cisco Unified Intelligence Center? (Choose two.)

- A. allows agents to re-skill to a different skill group or team
- B. automates Text to Voice Bot Configurations
- C. allows different groups of users to configure APIs based on their roles
- D. obtains data from the base solution's database, known as Data Sources
- E. customizes the visual presentation of the reports

**Answer: DE**

Explanation:

The purposes of Cisco Unified Intelligence Center (CUIC) include:

- D. Obtains data from the base solution's database, known as Data Sources: CUIC is designed to fetch and aggregate data from various data sources within the Cisco Contact Center ecosystem, such as the Historical Database (HDS), providing a foundation for comprehensive reporting and analytics.
  - E. Customizes the visual presentation of the reports: CUIC allows users to customize reports to meet specific informational needs or preferences, including layout, data fields, and visualization options, making it a powerful tool for data analysis and decision-making.
- Reference: Cisco Unified Intelligence Center documentation provides extensive information on the platform's capabilities, including data integration and report customization options.

**Question: 26**

Which two steps are required to configure a Supervisor? (Choose two.)

- A. assign the Supervisor to only one Team
- B. assign the Supervisor to a Skill Group and Precision Queue
- C. make sure the Supervisor has an Active Directory Account
- D. ensure that "Is Supervisor" is checked
- E. assign the Supervisor to a Precision Queue

**Answer: CD**

Explanation:

- C) make sure the Supervisor has an Active Directory Account: The Supervisor must have an Active Directory (AD) account in order to be able to log in to the Cisco Finesse web interface and manage the contact center operations.
- D) ensure that "Is Supervisor" is checked: The Supervisor role must be assigned to the AD account. This can be done by navigating to the Cisco Unified Contact Center Enterprise Administration page and searching for the Supervisor's account. Once located, the "Is Supervisor" checkbox must be checked to give the account the necessary permissions to manage the contact center. Reference:

Cisco Finesse Administration Guide

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/finesse/Finesse\\_11\\_6/administration/guide/Cisco\\_Finesse\\_Administration\\_Guide\\_11\\_6.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/Finesse_11_6/administration/guide/Cisco_Finesse_Administration_Guide_11_6.pdf)

**Question: 27**

Which two specifications are supported by the Cisco CVP Server for encoding and formatting? (Choose two.)

- A. the file format is mp3
- B. G711 mu-law or a-law
- C. G729
- D. the max file size is 40 MB
- E. the file format is wav

**Answer: B, C**

Explanation:

**Question: 28**

Which two steps are required to configure RONA for CCE? (Choose two.)

- A. Survivability
- B. Auto-answer
- C. CCE Web Admin
- D. Scripting logic
- E. Skill target configuration

**Answer: DE**

Explanation:

**Question: 29**

How does Precision Queue allow callers to reach an Agent that is different from Skill groups?

- A. the number of calls the agent has taken
- B. the Weight of the attribute
- C. the agent with the Most Attributes
- D. Longest Available

**Answer: B**

Explanation:

Precision Queues in Cisco Contact Center solutions allow callers to reach agents based on attributes and proficiency ratings rather than just the skill group membership. The key differentiator is:

B. The Weight of the attribute: Precision Queues evaluate the attributes assigned to agents, such as language proficiency or product knowledge, along with their weights. Callers are then matched to agents based on these weighted attributes, allowing for more granified routing decisions compared to traditional skill group-based routing.

Reference: Cisco documentation on Contact Center routing and agent configuration explains the functionality of Precision Queues, including how attributes and their weights are used to match callers with the most suitable agents.

### Question: 30

Deploying a VXML application is a two-step process. The first step is deploying the projects to a local archive (.zip file using the Deploy option in Call Studio). The second part of the project deployment uses SPOG to transfer the .zip file to the VXML Server(s). Which option in SPOG will be utilized to transfer these zip files to VXML Server(s)?

- A. Route Settings under Call Settings card
- B. IVR Settings under Call Settings card
- C. Device Configuration under Infrastructure Settings card
- D. Miscellaneous under Call Settings card

**Answer: B**

Explanation:

When deploying a VXML application in a Cisco environment, after creating a local archive (.zip file) using the Deploy option in Call Studio, the next step involves transferring the .zip file to the VXML Server(s). This is achieved using:

B. IVR Settings under Call Settings card: In the Operations Console (SPOG), the IVR Settings section under the Call Settings card is used to manage VXML applications, including uploading and managing .zip files containing the VXML applications. This section provides the interface for transferring and deploying VXML applications to the VXML Servers.

Reference: Cisco's documentation on VXML application deployment, including the use of the Operations Console for application management, provides detailed guidance on transferring and managing VXML applications on the server.

### Question: 31

In a contact center, agents must select the Reason Code when they go to the "Not Ready" state. Which configuration by an administrator in Agent Desk Settings allows this action?

- A. Wrap-up on Incoming, set to Required
- B. Enable "Require Logout Reason"
- C. Enable "Require Idle Reason"
- D. Wrap-up on Outgoing, set to Required

**Answer: C**

Explanation:

Enabling "Require Idle Reason" in Agent Desk Settings allows this action. When this setting is enabled, agents must select a Reason Code when they change their state to "Not Ready." This helps in tracking the specific reasons why agents are not available to take calls, providing valuable insights for workforce management and operational efficiency.

Reference: Cisco Unified Contact Center Enterprise documentation, particularly sections related to Agent Desk Settings and Reason Codes, provides guidelines on configuring these settings to require agents to specify reasons for their "Not Ready" status.

### Question: 32

In Finesse, how are different gadgets enabled for specific team members?

- A. Ask an administrator to configure the team with a custom layout.
- B. Only the same type and configuration of gadgets are supported for all users.

- C. Ask the agent to add the gadget to his desktop after launching Finesse.
- D. Ask the supervisor to add the gadget to the agents desktop.

**Answer: A**

Explanation:

Different gadgets are enabled for specific team members in Finesse by having an administrator configure the team with a custom layout. This approach allows for the customization of the Finesse desktop interface to meet the specific needs of different teams or roles within the contact center, enhancing productivity and user experience.

Reference: Cisco Finesse Administration documentation outlines how to customize the Finesse desktop for teams, including the configuration of gadgets and layouts.

### Question: 33

What value is used for Variable REQUERY\_NO ANSWER?

- A. 1
- B. 2
- C. 3
- D. 4

**Answer: C**

Explanation:

### Question: 34

Which two components must be configured for CCE to begin routing the contact and start processing the call? (Choose two.)

- A. ICM script
- B. Skill Targets
- C. Network VRU
- D. Call type
- E. Media routing domain

**Answer: A, D**

Explanation:

For CCE to begin routing the contact and start processing the call, the following components must be configured:

- A. ICM script: The ICM script contains the routing logic and instructions that dictate how calls are handled and routed within the contact center environment.
- D. Call type: Call types are used to categorize contacts based on their characteristics or requirements, allowing the ICM script to apply the appropriate routing decisions based on the call type classification.

Reference: Cisco's documentation on Contact Center scripting and call type configuration provides insights into setting up these components for effective call routing and processing.

### Question: 35

Which server holds the .wav files on a UCCE environment?

- A. VXMLGW
- B. CVP reporting server
- C. ICM Router
- D. Media Server

**Answer: D**

Explanation:

on a UCCE environment, the server that holds the .wav files is the Media Server.

The server that holds the .wav files in a UCCE environment is D. Media Server. The Media Server stores and serves audio files (such as music on hold, IVR prompts, and announcements) used in the contact center. These files are accessed by various components within the UCCE environment, such as the VXML Gateway and CVP, to provide audio content to callers.

Reference: Cisco Unified CCE documentation, particularly sections related to media resources and VXML applications, details the role of the Media Server in storing and delivering audio content within the contact center environment.

### Question: 36

In a CCE Call Flow, which step comes after the call arrives and is held on a port on the Ingress Gateway?

- A. ICM responds to the Route Request by running a Routing Script.
- B. CVP delivers a Route Request to the ICM Central Controller.
- C. CVP establishes an HTTP link with the VVB (or IOS VXML Gateway), establishing the IVR Leg of the call.
- D. Using a configured Dial Peer, the Ingress Gateway delivers a SIP invite message to the CVP server.

**Answer: D**

Explanation:

In a Cisco Contact Center Enterprise (CCE) Call Flow, after a call arrives and is held on a port on the Ingress Gateway, the next step is typically D. Using a configured Dial Peer, the Ingress Gateway delivers a SIP invite message to the CVP server. This step initiates the call's entry into the Cisco Voice Portal (CVP) for further processing, which may include IVR interactions, queueing, or routing to an agent based on the defined call routing logic.

Reference: Cisco CCE solution documentation provides detailed call flow diagrams and explanations, illustrating how calls progress through the system from the Ingress Gateway to CVP and beyond.

### Question: 37

Which two components are needed to setup RONA? (Choose two.)

- A. Agent Permission levels
- B. Call Routing Logic
- C. System timers
- D. Skill Target Configuration

E. Attribute settings

**Answer: B, C**

Explanation:

To set up Ring No Answer (RONA) in a Cisco Contact Center Enterprise (CCE) environment, the two essential components are:

B. Call Routing Logic: This involves configuring the call routing scripts or routing strategies to handle scenarios where an agent does not answer within a specified time, ensuring that the call is redirected or queued appropriately.

C. System timers: These are configured to define the time duration an agent's phone rings before the call is considered unanswered (RONA). Adjusting these timers ensures that calls are managed efficiently and in a timely manner when agents are unavailable.

Reference: Cisco's technical documentation for CCE includes sections on call routing and system configuration, which detail the setup and management of RONA settings and behaviors.

### Question: 38

In a CCE Call Flow, how does ICM respond to a CVP new Route Request?

- A. ICM sends an Agent Label, which prompts a command to CVP.
- B. ICM responds to the Route Request by running a Routing Script.
- C. ICM responds to the Route Request by running an Administrative Script.
- D. ICM sends a VRU Label, which prompts a command to CVP

**Answer: B**

Explanation:

In a Cisco Contact Center Enterprise (CCE) Call Flow, when ICM receives a new Route Request from CVP, the response is B. ICM responds to the Route Request by running a Routing Script. This script contains the logic that determines how the call should be routed within the contact center, which could involve sending the call to an IVR for self-service, queuing the call for an available agent, or implementing other routing decisions based on the business rules defined in the script.

Reference: Cisco CCE scripting and routing documentation provides insights into how ICM processes Route Requests and the role of Routing Scripts in determining call treatment and routing.

### Question: 39

Which two functionalities provide an Interactive Voice Response system (IVR) in a Contact Center environment? (Choose two.)

- A. access a database and provide the caller with all the needed information to complete the transaction (Self Service)
- B. TCP/IP connections through the network
- C. reporting
- D. heartbeat mechanism between Contact Center components
- E. caller defines the reason for the call from several menu options

**Answer: AE**

Explanation:

An Interactive Voice Response (IVR) system in a Contact Center environment provides several key functionalities, including:

A. Access a database and provide the caller with all the needed information to complete the transaction (Self Service): This allows

callers to retrieve information, perform transactions, or resolve issues without needing to speak with an agent, enhancing efficiency and caller satisfaction.

E. Caller defines the reason for the call from several menu options: By interacting with IVR menu options, callers can specify the nature of their call, which helps in routing the call to the most appropriate resource or service within the contact center.

Reference: Documentation on Cisco's IVR solutions, such as Cisco Unified Customer Voice Portal, often outlines these and other functionalities provided by IVR systems in contact center environments.

### Question: 40

What is the suggested mechanism to offer coaching to agents by supervisors?

- A. TeamMessage
- B. Desktop chat
- C. Email
- D. Whisper coaching

**Answer: D**

Explanation:

the suggested mechanism to offer coaching to agents by supervisors is Whisper coaching. This is a feature of the Cisco Unified Contact Center Express system that allows a supervisor to provide realtime guidance and coaching to an agent while they are on a call.

The suggested mechanism to offer coaching to agents by supervisors in a Cisco Contact Center environment is D. Whisper coaching. Whisper coaching allows supervisors to speak directly to agents during a call without the customer hearing, providing real-time guidance, feedback, or support. This feature is invaluable for training purposes and for assisting agents in handling complex customer interactions.

Reference: Cisco Finesse and Contact Center solution documentation often describe features like whisper coaching, detailing how they can be used to enhance agent performance and improve customer service quality.

### Question: 41

Users should be associated as members of a Security Group to access Configuration Manager or Script Editor. Where can this task be accomplished?

- A. CCE Admin page
- B. Domain Manager
- C. Active Directory
- D. Configuration Manager

**Answer: C**

Explanation:

Associating users as members of a Security Group to access Configuration Manager or Script Editor is typically accomplished through C. Active Directory. In a Cisco Contact Center Enterprise environment, user access and permissions are often managed through integration with Active

Directory, where Security Groups are configured to define the roles and access levels of different users. By adding users to the

appropriate Security Group in Active Directory, administrators can control access to critical applications like Configuration Manager and Script Editor.

Reference: Cisco's documentation on security and user management for Contact Center solutions often includes guidelines on using Active Directory to manage access and permissions.

### Question: 42

Which two role types have access to CUIIC reporting objects maintained through a system of Roles and Permissions? (Choose two.)

- A. Report Designer
- B. Dashboard Administrator
- C. Security Administrator
- D. Report Definition Designer
- E. Security Configuration Designer

**Answer: A, D**

Explanation:

Within Cisco Unified Intelligence Center (CUIIC), the two role types that have access to reporting objects, maintained through a system of Roles and Permissions, include:

- A. Report Designer: This role is responsible for creating and modifying reports within CUIIC, tailoring them to meet specific informational needs.
- D. Report Definition Designer: This role involves defining the structure and sources of data for reports, ensuring that the reports provide relevant and accurate information.

Reference: Cisco CUIIC documentation, which covers the platform's roles and permissions model, details the responsibilities and access levels of different roles, including Report Designer and Report Definition Designer.

### Question: 43

Which two servers can be accessed from the Web Administration tool? (Choose two.)

- A. Rogger
- B. PG
- C. DCCMP
- D. CVP
- E. Finesse

**Answer: DE**

Explanation:

The Web Administration tool in Cisco Contact Center Enterprise environments provides access to various servers for configuration and management tasks. The two servers that can be accessed include:

- D. CVP (Cisco Voice Portal): This tool allows for the configuration and management of CVP servers, which are crucial for IVR and call treatment functionalities in the contact center.
- E. Finesse: The tool also provides access to Finesse servers, enabling the configuration of agent desktops, workflows, and other user interface elements.

Reference: Cisco's documentation on Web Administration tools and server management provides insights into the servers accessible through this tool and the types of configurations and management tasks that can be performed.

### Question: 44

What are two types of reports Cisco Unified Intelligence Center will provide? (Choose two.)

- A. TCP/IP disconnect reports
- B. Real-time Report
- C. Historical Report
- D. Administration Audit Report
- E. Call Routing Reports

**Answer: BC**

Explanation:

Cisco Unified Intelligence Center (CUIC) provides various types of reports to help manage and optimize contact center operations, including:

- B. Real-time Report: These reports provide up-to-the-minute data on contact center activity, such as current call volumes, agent status, and queue statistics, enabling immediate insights into operational performance.
- C. Historical Report: These reports offer in-depth analysis of past performance, including call volume trends, service level compliance, and agent performance over time, facilitating long-term planning and performance improvement.

Reference: Cisco CUIC's official documentation often outlines the types of reports available, including real-time and historical reports, and their applications in contact center management.

### Question: 45

What are two possible Outbound Dialing Modes? (Choose two.)

- A. Direct Predictive Mode
- B. Preview Mode
- C. Progression Mode
- D. Accept Mode
- E. Predictive Mode

**Answer: BE**

Explanation:

In Cisco Outbound Option for Contact Center solutions, two possible Outbound Dialing Modes include:

- B. Preview Mode: In this mode, agents are presented with call information prior to the call being placed, giving them an opportunity to review the customer's details and prepare for the interaction.
- E. Predictive Mode: This mode uses statistical algorithms to predict when agents will become available and places calls in anticipation of that availability, maximizing agent efficiency and reducing idle time.

Reference: Cisco's documentation on Outbound Option includes detailed explanations of different dialing modes, including Preview and Predictive modes, and their implementation in outbound campaigns.

### Question: 46

Apart from CVP Call Studio, what are two other components that have a role in the VXML application's functioning? (Choose two.)

- A. VRU PG
- B. Unified Communications Manager
- C. Media Server
- D. Voice Browser
- E. Finesse Server

**Answer: C, D**

Explanation:

Apart from CVP Call Studio, which is used to design and develop VXML applications, two other components that play a crucial role in the functioning of VXML applications are:

- C. Media Server: This component stores and serves media files, such as audio prompts and music on hold, that are used by VXML applications during call interactions.
- D. Voice Browser: Often referred to as the VXML Gateway in Cisco environments, the Voice Browser interprets and executes VXML documents, facilitating interaction between callers and the IVR system.

Reference: Detailed information on the architecture and components of VXML applications can be found in Cisco's documentation on Unified CVP and VXML Gateway.

### Question: 47

What does Precision Routing use to determine if an agent is part of its pool?

- A. Skills
- B. Attributes
- C. Expressions
- D. Teams

**Answer: B**

Explanation:

Precision Routing in Cisco Contact Center Enterprise (CCE) uses B. Attributes to determine if an agent is part of its pool. Attributes can include various criteria such as language skills, product knowledge, or any other definable characteristic relevant to call routing. This allows for more granular and flexible routing decisions compared to traditional skill-based routing.

Reference: Cisco's technical documentation on Precision Routing provides insights into how attributes are used to match callers with the most suitable agents.

### Question: 48

Which two metrics are part of the Contact Center Call Quality Key Performance Indicators (KPI)? (Choose two.)

- A. cost

- B. productivity
- C. customer expectations
- D. customer satisfaction
- E. call abandon rate
- F. average queue time

**Answer: DE**

Explanation:

Two metrics that are part of the Contact Center Call Quality Key Performance Indicators (KPI) include:

- D. Customer Satisfaction: This metric assesses the level of satisfaction that customers have with their interactions with the contact center, often measured through surveys or feedback mechanisms.
- E. Call Abandon Rate: This metric tracks the percentage of calls that are abandoned by callers before reaching an agent, indicating potential issues with wait times or call handling efficiency.

Reference: Cisco's documentation on contact center management and KPIs often includes discussions on various metrics, including customer satisfaction and call abandon rate, highlighting their importance in assessing call quality.

### Question: 49

How does CUCM function in CCE?

- A. Unified CM asks ICM what to do with Unified CCE calls and routes the call according to the instructions provided by the Unified CCE.
- B. A Unified CM Publisher is a logical relationship of physical (deployed as virtual Machines) servers combined for redundancy purposes.
- C. Unified CM asks CVP what to do with Unified CCE calls and routes the call according to the instructions provided by the CVP.
- D. In a CUCM cluster, the Subscriber keeps the master Read/Write copy of configuration DB, which is replicated to all servers in the cluster.

**Answer: A**

Explanation:

In the Cisco Contact Center Enterprise (CCE) environment, CUCM functions as per option A. Unified Communications Manager (CUCM) queries the Intelligent Contact Management (ICM) component on how to handle Unified CCE calls and then routes the call according to the instructions provided by the Unified CCE. This integration allows for seamless call routing and management within the contact center ecosystem.

Reference: Cisco's documentation on CCE integration with CUCM details this interaction, explaining how CUCM collaborates with ICM to route calls within the contact center.

### Question: 50

What are two descriptions for the Agent Targeting Rule? (Choose two.)

- A. Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE Agent Peripheral Gateways (PG).
- B. Agent Targeting Rule configuration simplifies the Mobile Agent configuration for the CCE Agent Peripheral Gateways (PG).
- C. The Agent Targeting Rule allows configuration of Media groups by specifying the Agent id range and valid Routing Clients.
- D. Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE VRU Peripheral Gateways (PG).
- E. The Agent Targeting Rule allows Call Routing to be configured by specifying the Agent Extension range and valid Routing

Clients.

**Answer: AE**

Explanation:

the Agent Targeting Rule configuration simplifies the Call Routing configuration for the CCE Agent Peripheral Gateways (PG) by allowing the configuration of Media groups by specifying the Agent id range and valid Routing Clients. Additionally, the Agent Targeting Rule allows Call Routing to be configured by specifying the Agent Extension range and valid Routing Clients.

The Agent Targeting Rule in Cisco Contact Center Enterprise (CCE) serves two main purposes:

A. Simplifies the Call Routing configuration for the CCE Agent Peripheral Gateways (PG): By defining rules that target specific agents or groups of agents based on their extensions or other criteria, the configuration process for call routing is streamlined, making it easier to manage and maintain.

F. Allows Call Routing to be configured by specifying the Agent Extension range and valid Routing Clients: This enables precise routing decisions to be made, ensuring that calls are directed to the appropriate agents based on predefined rules and criteria.

Reference: Cisco CCE documentation that covers Agent Targeting Rules provides detailed explanations on how these rules function and how they simplify call routing configurations.

### Question: 51

What are two PCCE deployment models that support the Avaya ACD Integration? (Choose two.)

- A. PCCE Admin Mode
- B. DPCCE 12K
- C. PCCE 2K
- D. DPCCE 4K
- E. PCCE Lab Mode

**Answer: BD**

Explanation:

the two PCCE deployment models that support the Avaya ACD Integration are DPCCE 12K and DPCCE 4K. DPCCE 12K is a distributed PCCE deployment model that supports up to 12,000 agents, while DPCCE 4K is a distributed PCCE deployment model that supports up to 4,000 agents.

The two PCCE (Packaged Contact Center Enterprise) deployment models that support the Avaya Automatic Call Distributor (ACD) Integration are:

- B. DPCCE 12K: This model, designed for larger deployments, supports integration with various third- party ACDs, including Avaya, allowing for a seamless connection and call routing between systems.
- D. DPCCE 4K: Similar to the 12K model but designed for smaller scale deployments, this model also supports integration with Avaya ACDs, providing flexibility in connecting Cisco's contact center solutions with Avaya's call distribution systems.

Reference: Cisco's documentation on PCCE deployment models and third-party ACD integration provides insights into the capabilities and compatibilities of different deployment options, including those that support Avaya ACD integration.

### Question: 52

What are two tools an Agent Desktop Admin Role can access? (Choose two.)

- A. Script Editor

- B. Call Trace
- C. Reason Code
- D. **Workflow**
- E. Config Manager Tools

**Answer: C, D**

Explanation:

the Agent Desktop Admin Role can access the Script Editor tool and the Config Manager Tools. The Script Editor tool allows agents to customize their scripts, while the Config Manager Tools allow administrators to manage their configuration settings across multiple devices.

An Agent Desktop Admin Role in Cisco's contact center solutions can access the following two tools: C. Reason Code: This tool allows the desktop admin to configure and manage the reason codes that agents can use to indicate their status (e.g., not ready, wrap-up). It's crucial for tracking and managing agent availability and productivity.

D. Workflow: This tool enables the desktop admin to define and manage workflows on the agent desktop, which can automate tasks, present specific call-related information, or trigger alerts based on predefined conditions.

Reference: Cisco Finesse documentation, which covers agent desktop customization and administration, provides details on the tools and capabilities available to desktop administrators, including reason codes and workflows.

### Question: 53

Which tool can be used to verify the configuration of Basic Call settings?

- A. Deleted Objects tool
- B. ICM Script Editor
- C. Router Log Viewer
- D. **Call Tracer**

**Answer: D**

Explanation:

the Call Tracer tool can be used to verify the configuration of Basic Call settings. This tool allows administrators to trace the progress of a call from the time it is placed until it is routed to the correct destination.

The tool used to verify the configuration of Basic Call settings in Cisco's contact center solutions is: D. Call Tracer: Call Tracer allows administrators to trace the call flow and verify how calls are handled based on the current configuration. It's an essential tool for diagnosing and troubleshooting call processing issues and ensuring that call settings are correctly configured.

Reference: Cisco's documentation on tools and utilities for contact center solutions often includes information on Call Tracer and its use in verifying call configurations and troubleshooting call flow issues.

### Question: 54

How many Workflows are supported by Finesse?

- A. up to 20 Workflows with 5 per Team
- B. up to 100 Workflows with 5 per Team
- C. up to 100 Workflows with 20 per Team

D. up to 200 Workflows with 20 per Team

**Answer: C**

Explanation:

In Cisco Finesse, the supported number of Workflows is:

C. up to 100 Workflows with 20 per Team: This allows for a significant degree of customization and automation within the Finesse environment, enabling different teams to have tailored workflows that match their specific operational needs and enhance productivity.

Reference: Cisco Finesse documentation provides detailed information on the capabilities and limitations of workflows within the Finesse environment, including the maximum number of workflows supported and the allocation per team.

### Question: 55

Which two types of scripts can be created with the Script Editor? (Choose two.)

- A. Call Flow and Call Control Scripts
- B. Call Studio Scripts
- C. Routing Scripts
- D. Tenant Scripts
- E. Administrative Scripts

**Answer: C, E**

Explanation:

With the Script Editor in Cisco's contact center solutions, two types of scripts that can be created are: C. Routing Scripts: These scripts define the logic for how calls are routed within the contact center, including decisions based on time of day, caller input, agent availability, and other factors.

E. Administrative Scripts: These scripts are used for system-wide functions that are not directly related to call routing, such as setting system parameters, defining exception handling routines, or managing holiday schedules.

Reference: Cisco's documentation on Script Editor and scripting in contact center solutions provides comprehensive guides on creating and managing Routing and Administrative scripts, outlining their purposes and functionalities.

### Question: 56

Which two actions are Supervisors able to perform that Agents are unable to perform? (Choose two.)

- A. view Team gadget in Finesse
- B. answer Calls from Skill groups and PQs
- C. CUC login
- D. log in to CCE admin
- E. CUCMAPI

**Answer: A, D**

Explanation:

Supervisors have capabilities in the Cisco Contact Center environment that agents do not, including: A. View Team Gadget in Finesse:

Supervisors have access to the Team Performance gadget in Cisco Finesse, allowing them to monitor the real-time performance and status of their team members, which is not typically available to agents.

D. Log in to CCE Admin: Supervisors often have administrative privileges that allow them to access the Cisco Contact Center Enterprise Administration interface for configuration and management tasks, a capability not available to standard agents.

Reference: Cisco Finesse and CCE documentation outline the roles and capabilities within the contact center platform, including the specific tools and gadgets available to supervisors versus agents.

### Question: 57

Which .bat file displays the status of the VXML server and the applications running?

- A. ResumeApp.bat
- B. Stalus.bat
- C. Update.bat
- D. Deploy.bat

**Answer: B**

Explanation:

the Stalus.bat file will display the status of the VXML server and the applications running.

The .bat file that displays the status of the VXML server and the applications running on it is:

B. Status.bat: This batch file, when executed, provides a snapshot of the current status of the VXML server, including any VXML applications that are deployed and running. It's a useful tool for administrators to quickly check the health and status of their VXML applications.

Reference: Documentation for Cisco's Voice Browser or VXML Server typically includes information on utility scripts like Status.bat that help in managing and monitoring VXML applications.

### Question: 58

What are two parts of a Single Sign-on message flow? (Choose two.)

- A. IdS detects the user has an invalid access token
- B. IdS detects the user has a valid access token
- C. IdS provides a login page for authenticating the user
- D. IdP provides a login page for authenticating the user
- E. Browser issues PUT of the Finesse desktop with an access token

**Answer: BD**

Explanation:

the Single Sign-on message flow consists of two parts: first, the Identity Service (IdS) detects whether the user has a valid access token, and if not, the Identity Provider (IdP) provides a login page for authenticating the user. Once the user is authenticated, the browser issues a PUT of the Finesse desktop with an access token.

In a Single Sign-on (SSO) message flow for Cisco's contact center solutions, two key parts include:

8. IdS (Identity Service) detects the user has a valid access token: When a user attempts to access a service, the Identity Service checks if the user's access token is valid, indicating they are already authenticated.

D. IdP (Identity Provider) provides a login page for authenticating the user: If the user does not have a valid access token, the Identity Provider will present a login page where the user can authenticate themselves.

Reference: Cisco's documentation on SSO implementation in contact center environments details the SSO message flow, including the roles of Identity Services and Identity Providers in authenticating users.

**Question: 59**

What are two channels or features supported by ECE? (Choose two.)

- A. TSMS
- B. Chat
- C. Courtesy Callback
- D. Callback
- E. Email

**Answer: BE**

Explanation:

the two channels or features supported by the Cisco Enterprise Chatbot Engine (ECE) are Chat and Email.

Enterprise Chat and Email (ECE) supports multiple channels or features, including:

- B. Chat: ECE provides a comprehensive chat solution that allows agents to interact with customers in real-time, offering support and assistance through web chat.
- E. Email: ECE also supports email interactions, enabling agents to manage and respond to customer inquiries received via email, with features such as automated responses and email queuing.

Reference: Cisco's documentation on Enterprise Chat and Email (ECE) details the supported channels and features, including chat and email capabilities for enhanced customer interaction.

**Question: 60**

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

- A. Internet ScriptEditor Role
- B. ICM Script Admin Role
- C. Config Manager Role
- D. Agent Admin Role

**Answer: B**

Explanation: