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Exam : **600-460**

Title : Implementing and Supporting
Cisco Unified Contact Center
Enterprise

Vendor : Cisco

Version : DEMO

NO.1 Which two options are needed in the Cisco Finesse Platform installation wizard? (Choose two.)

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

Answer: A,E

NO.2 Which two statements about Precision Queues are true? (Choose two.)

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

Answer: A,C

NO.3 Which batch script can be used to view VXML application states and port count for a Cisco Unified CVP VXML server?

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

Answer: B

NO.4 Which two statements about when you install/deploy Cisco Unified Contact Center Enterprise VMs on VMware ESXi hosts are true? (Choose two.)

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

Answer: C,E

NO.5 Refer to the exhibit.



In a Cisco Finesse 10.0(x) deployment, an agent with single line 89XX hard phone is having trouble logging in to the desktop. The error message highlighted has been found in the Jgw1log file. Which option describes the likely cause of this error?

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

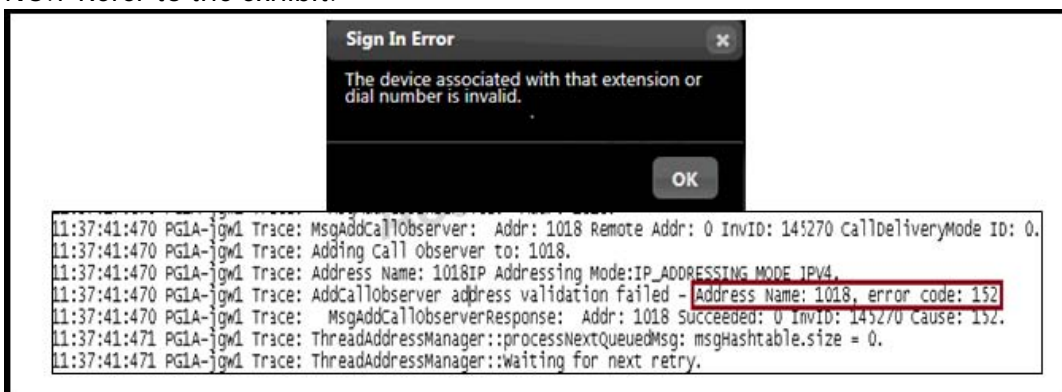
Answer: B

NO.6 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 media routing peripheral gateway, dialer; install media routing peripheral gateway, dialer
- B. configure dialer, port map, media routing peripheral gateway; install dialer, media routing peripheral gateway
- C. install dialer, media routing peripheral gateway; configure dialer, port map, media routing peripheral gateway
- D. install media routing peripheral gateway, dialer; configure media routing peripheral gateway, dialer

Answer: B

NO.7 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. MAC address of the phone not associated with PG user.
- B. PG user does not have "Standard CTI Allow Control of Phones supporting ConnectedXfer and conf user group" role.
- C. Phone line does not have the Maximum Number of Calls and Busy Trigger setting set to 2 and 1 respectively.
- D. Phone Join Across Lines feature is enabled.
- E. Phone IPv6 feature is enabled.

Answer: D