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Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

What is used to build VXML applications?

A. Configuration Manager

B. PCCE Web Administration Manager (S.P.O.G)

C. Call Studio development platform

D. Script Editor tool

Correct Answer: C

Call Studio is the development platform used to build VXML applications. It is a graphical development environment that allows developers to quickly build and deploy voice applications using drag-and-drop components. Call Studio comes with a suite of tools and components that allow developers to create interactive voice applications that can respond to user input and make decisions based on the input. Reference: https://www.cisco.com/c/en/us/products/unified-communications/call-studio/index.html

QUESTION 2

Which protocol is used between ICM Central Controller and IVR/CUCM PG?

A. OCTI

B. Device Management Protocol (DMP)

C. SIP

D. ccagent

Correct Answer: B

Device Management Protocol (DMP) is a protocol used between ICM Central Controller and IVR/CUCM PGs. It is used to send commands, such as to bring up a voice channel, to the PGs. OCTI, SIP, and ccagent are not protocols used between ICM Central Controller and IVR/CUCM PGs.

QUESTION 3

What is an enterprise-focused Session Border Controller (SBC) providing voice and video connectivity from the enterprise IP network to service provider SIP trunks?

A. CUCM

B. CUBE

C. CVP

D. DNIS

Correct Answer: B

A Session Border Controller (SBC) is a networking device designed to secure and control voice and video traffic as it enters and leaves an enterprise IP network. An enterprise-focused SBC provides voice and video connectivity from the enterprise IP network to service provider SIP trunks, ensuring that the calls are compliant with service provider requirements. CUBE (Cisco Unified Border Element) is an enterprise-focused SBC from Cisco that provides voice and video connectivity from the enterprise IP network to service provider SIP trunks. CUCM (Cisco Unified Communications Manager), CVP (Customer Voice Portal), and DNIS (Dialed Number Identification Service) are not enterprise-focused SBCs.

QUESTION 4

Which signed certificate is less administration in environments with many servers, such as CCE?

A. Self-signed

B. Certificate Authority (CA)

C. 3rd party signed

D. Security Authority (SA)

Correct Answer: B

The signed certificate that is less administration in environments with many servers, such as CCE, is the Certificate Authority (CA) signed certificate. This type of certificate is signed by a trusted Certificate Authority (CA), which eliminates the need to manually manage each server\'s certificate. The CA signed certificate is also more secure than a self-signed or third-party signed certificate, as the CA has verified the identity of the certificate\'s owner and can revoke it if necessary. Security Authority (SA) signed certificates are not commonly used in CCE environments.

QUESTION 5

How are microapps defined and configured using PCCE Web Administration Manager (S.P.O.G)?

A. Call Settings-> IVR Settings->Network VRU Scripts

B. Route Settings -> Media Routing Domain

C. Route Settings -> Sip Server Groups

D. Desktop Settings -> Resources -> Call Variables Layout

Correct Answer: B

Microapps are defined and configured using the Web Administration Manager (S.P.O.G) in the Route Settings -> Media Routing Domain section. In this section, you can define and configure the microapps that will be used in the CVP

environment. You can define the microapps, set the default values, and configure the routing logic for each microapp. Additionally, you can define the audio files and scripts that will be used with the microapps.

References:

[1] https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/

express_8_5/installation/guide/ccce85install/ccce85install_chapter_0101.html

[2] https://ww w.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/
configuration/guide/ccce85cfg/ccce85cfg_chapter_0602.html

QUESTION 6

Which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco
Unified CVP using Comprehensive mode when using microapps?

A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE. VXML Gateway

B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway

C. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

D. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Correct Answer: B

For calls that originate from Cisco Unified Communications Manager (CUCM) to Cisco Unified CVP using
Comprehensive mode when using microapps, core components that are required include a CUCM CTI Route Point and
SIP Trunk, an ICM CVP Type 2 VRU, Network VRU labels, and a VXML Gateway. CVP Type 10 VRUs are not required
for such calls.

QUESTION 7

Which CLI command manages the Java Keystore Certificate in Windows CCE servers?

A. PROCMON

B. OPENSSL

C. System CLI

D. Keytool

Correct Answer: D

Keytool is the command-line tool used to manage the Java Keystore Certificate in Windows CCE servers. This tool is
used to create, import, and export certificates for use with Java applications. It can also be used to view the certificate
request, as well as to modify the certificate\\'s friendly name and store name. This can be useful for managing Java
Keystore Certificates on Windows CCE servers. Reference:
https://docs.oracle.com/cd/E19509-01/820-3503/gghji/index.html

QUESTION 8

Which Cisco Unified Border Element configuration is used in Contact Center Enterprise with Cisco Unified Customer
Voice Portal and Cisco Unified Border Element deployment?

A. voice gateway must be dedicated for VXML browser sessions.

B. Cisco Unified Border Element must be configured as media pass flow-around mode.

C. Cisco Unified Border Element must be configured as media pass flow-through mode.

D. Box-to-box Cisco Unified Border Element must be used for redundancy.

Correct Answer: C

In a Contact Center Enterprise with Cisco Unified Customer Voice Portal and Cisco Unified Border Element deployment, the Cisco Unified Border Element must be configured as media pass flow-through mode. In this mode, the Unified Border Element is configured to route all media traffic directly to the customer voice portal and not through the voice gateway.

QUESTION 9

Which three modes can implement single sign-on in PCCE? (Choose three.)

A. Non-SSO

B. SSO

C. IdS

D. IdP

E. SAML

F. Hybrid

Correct Answer: ABF

SSO -Enable all agents and supervisors in the deployment for SSO. Hybrid -Enable agents and supervisors selectively in the deployment for SSO. ... Non-SSO -Continue to use existing Active Directory-based and local authentication, without SSO. https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/p cce_12_6_1/maintenance/guide/pcce_b_features-guide-1261/pcce_b_features-guide-1261_chapter_01110.html

QUESTION 10

How are remote sites added?

A. PG Setup

B. Initialization Wizard

C. SPOG interface

D. Websetup

Correct Answer: B

Remote sites can be added by using the Initialization Wizard. The Initialization Wizard is a utility that is used to configure the Packaged CCE system, including adding remote sites and configuring the call routing scripts [1]. It is launched by running the pg_setup.exe program and then selecting the Add Remote Sites option. This will initiate a

setup wizard that will guide you through the process of adding remote sites.

1. Cisco Packaged Contact Center Enterprise Features Guide Release ...
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/p
cce_11_5_1/maintenance/Guide/PCCE_BK_P5F

QUESTION 11

Where can the readiness for the CCE deployment be verified?

A. CCE Web Admin -inventory

B. CCE Web Admin -> Machines -inventory

C. CCE Web Admin -> Deployment Settings -Inventory

D. CCE Web Admin -> Infrastructure -Inventory

Correct Answer: C

The readiness for the CCE deployment can be verified by navigating to the CCE Web Admin -> Deployment Settings
-Inventory page. This page contains information on the infrastructure that is required for the CCE deployment, including
the number of servers, the region, and the type of deployment.

QUESTION 12

What are two components of Cisco VOS? (Choose two.)

A. Finesse

B. CCE

C. CUIC

D. CVP

E. ECE

Correct Answer: BD

Cisco VOS (Virtualized Operating System) is a cloud-based platform that enables service providers to deliver real-time
voice, video, and data services to their customers. The two core components of Cisco VOS are Cisco CCE (Customer
Care Environment) and Cisco CVP (Customer Voice Portal). CCE is a cloud-based contact center solution that provides
organizations with the ability to manage customer interactions and deliver personalized experiences. CVP is a cloud-
based voice portal that enables organizations to create automated customer service experiences. Finesse, CUIC, and
ECE are not components of Cisco VOS.

QUESTION 13

Which three features does Cisco Unified Border Element provide when CCE and Cisco Unified Customer Voice Portal
are used? (Choose three.)

A. Silent Monitor inbound voice calls

B. NAT for address hiding D Demarcation point between networks

C. Record calls by forking the media using build-in-bridge

D. Secure communication using flow around mode

E. Normalize SIP messages using SIP profiles

Correct Answer: BDE

Cisco Unified Border Element (CUBE) is a network element that provides a number of features for securing and controlling voice, video, and data communications when Cisco Unified Communications Manager (CUCM) and Cisco Unified Customer Voice Portal (CVP) are used. NAT for address hiding: CUBE provides Network Address Translation (NAT) capabilities that allow you to hide the internal IP addresses of the CVP and CUCM servers from the public Internet. This is useful for security and compliance reasons, as it makes it harder for hackers to identify and attack these servers. Demarcation point between networks: CUBE acts as a demarcation point between the customer network and the service provider network. This allows for secure and controlled communication between the two networks. Normalize SIP messages using SIP profiles: CUBE can normalize SIP messages using SIP profiles, which allows it to ensure that incoming SIP messages conform to a specific format and contain the necessary headers and parameters. This can help to improve the reliability and security of SIP-based communications. Silent Monitor inbound voice calls: CUBE does not provide silent monitor feature, it is a feature of CUCM that allows a supervisor to listen in on an agent\\'s call without the agent or the caller knowing. Record calls by forking the media using build-in-bridge: CUBE does not provide this feature, it is a feature of CUCM that allows for call recording by forking the media through a built-in bridge. References: Cisco Unified Border Element Configuration Guide (https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cube/12_5/cube_12_5_co nfiguration_guide/cube_12_5_configuration_guide_chapter_01.html)

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