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QUESTION 45 Which facility is provided to debug a Cisco Unified CCX script live with a real voice call?
A. Cisco Unified Contact Center Express Editor
B. Reactive Debugging
C. Accept Step
D. Proactive Debugging
Answer: B
QUESTION 46 Which option enables you to monitor previous agent seat license usage?
A. traffic analysis historical report
B. port and agent seat utilization historical report in Cisco Unified Intelligence Center
C. port-monitoring tool in Cisco Unified Communications Manager Real-Time Monitoring Tool
D. overall Cisco Unified CCX stats in Cisco Unified Communications Manager Real-Time Monitoring Tool
Answer: B
QUESTION 47 What is the purpose of relative filters?
A. generate historical and real-time reports for the previous week
B. generate historical time reports for the previous week
C. filter spam emails from reaching the email queues
D. report on previous port usage
Answer: B
QUESTION 48 Which action would you take to convert a high availability over LAN deployment to high availability over WAN?
A. Apply a "Warm Standby" license.
B. Apply a "WAN Standby" license.
C. Do a fresh installation of the whole system as high availability over WAN.
D. Reinstall second Cisco Unified CCX node and add it to cluster over WAN.
Answer: D
QUESTION 49 Which three tasks can an agent perform using email? (Choose three.)
A. save the response as a draft
B. send the response to the supervisor for review
C. transfer the email to another CSQ
D. transfer the email to another agent
E. mark the email as urgent
F. mark the email as junk
Answer: ABC
QUESTION 50 Which type of information is available from the Cisco Unified Contact Center Express Control Center?
A. database replication status
B. system parameters configuration
C. date and time of most recent failure
D. Cisco Unified Communications Manager cluster status
Answer: C
QUESTION 51 During runtime, when a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?
A. Timeout
B. SQL Error
C. Successful
D. No Data
Answer: C
QUESTION 52 In the Expression Editor panel of Cisco Unified CCX Script Editor, what are three reasons to use the Java tab? (Choose three.)
A. to invoke a specified method of a custom Java class
B. to reference a variable of a custom Java Object
C. to pass variables between two different workflows
D. to create an object for the purpose of executing methods on a remote computer
E. to get a reference to the Contact and Session states
F. to allow for arguments to be passed to a specified method
Answer: ABF
QUESTION 53 What does it mean for a variable in the Application Editor to be defined as a parameter?
A. The variable can be used to pass data to and from subflows.
B. The value for that variable can be supplied via Application Configuration in Application Administration.
C. The value for that variable is defined by the calling application.
D. The variable can be used in conditional steps.
E. The variable can be used to pass data to and from VoiceXML applications.
Answer: B
QUESTION 54 Which three tasks are required to deploy a Cisco Unified CCX application? (Choose three.)
A. create a trigger
B. upload script to repository
C. restart the Cisco Unified CCX Engine
D. specify the maximum number of sessions
E. configure default session timeout
Answer: ABD
QUESTION 55 Which option can perform Call Progress Analysis in outbound IVR?
A. gateway
B. Unified CM transcoder
C. Automatic Speech Recognition server
D. agent (voice)
Answer: A
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