



**Vendor:** Cisco

**Exam Code:** 600-460

**Exam Name:** Implementing and Supporting Cisco Unified  
Contact Center Enterprise

**Version:** DEMO

### QUESTION 1

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

### QUESTION 2

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

**Answer:** ACFG

### QUESTION 3

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

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

**Answer:** ACE

### QUESTION 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:** CE

**QUESTION 5**

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

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

**Answer:** A

**QUESTION 6**

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

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

**Answer:** ABE

**QUESTION 7**

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

- A. Call Type
- B. Precision Queue
- C. Skill Group
- D. Percent Allocation

**Answer:** AB

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