Vendor: Cisco

Exam Code: 500-450

Exam Name: Implementing and Supporting Cisco Unified Contact Center Enterprise

Version: DEMO

QUESTION 1
Which option is needed to configure "user.microapp.media_server="http://mediaserver" value on Cisco Unified Contact Center Enterprise scripts?

A. Cisco Unified Customer Voice Portal to route calls to "mediaserver"
B. mapping an IP address to hostname on Cisco Unified Contact Center Enterprise
C. mapping an IP address to hostname on VXML gateway
D. no default "mediaserver" in Cisco Unified CVP configuration

Answer: C

QUESTION 2
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

QUESTION 3
Which option lists the settings in the registry to enable IPsec logging with Cisco Unified ICM?

A. Add Key = IPSec; DWORD Value = Enable_Logging; DWORD Value = 0
B. Add Key = Oakley; DWORD Value = EnableLogging; DWORD Value = 1
C. Add Key = Security; DWORD Value = Enable-Logging; DWORD Value = 1
D. Add Key = Oak; DWORD Value = EnableLog; DWORD Value = 1

Answer: B

QUESTION 4
With Cisco Finesse, which two options list the two commands to stop and start the Tomcat service? (Choose two.)

A. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Tomcat
B. To start the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
C. To stop the Cisco Tomcat service, enter this CLI command: utils service start Tomcat
D. To start the Cisco Tomcat service, enter this CLI command: utils start Cisco Tomcat
E. To stop the Cisco Tomcat service, enter this CLI command: utils service stop Cisco Tomcat
F. To start the Cisco Tomcat service, enter this CLI command: utils service start Cisco Tomcat

Answer: EF

QUESTION 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

QUESTION 6
Refer to the exhibit. In Cisco Finesse 10.0 and beyond, a workflow is created for an Outbound Option call. Which condition must be added to ensure that the workflow can distinguish between the Outbound Option call and an agent-initiated outbound call?

A. callVariable1 is not equal to 1.
B. BAStatus is not empty.
C. BAAccountNumber is not empty.
D. BAStatus is not equal to 1.
E. BACampaign is not empty.

Answer: B

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