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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