CISCO 500-450

Cisco Unified Contact Center Enterprise Certification Questions & Answers

Exam Summary – Syllabus – Questions

500-450

Cisco Unified Contact Center Enterprise Specialist <hyperlink to official page>
65-75 Questions Exam – Variable (750-850 / 1000 Approx.)% Cut Score – Duration of 75 minutes

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Know Your 500-450 Certification Well:

The 500-450 is best suitable for candidates who want to gain knowledge in the Cisco Collaboration. Before you start your 500-450 preparation you may struggle to get all the crucial Unified Contact Center Enterprise materials like 500-450 syllabus, sample questions, study guide.

But don't worry the 500-450 PDF is here to help you prepare in a stress free manner.
The PDF is a combination of all your queries like-
- What is in the 500-450 syllabus?
- How many questions are there in the 500-450 exam?
- Which Practice test would help me to pass the 500-450 exam at the first attempt?

Passing the 500-450 exam makes you Cisco Unified Contact Center Enterprise Specialist. Having the Unified Contact Center Enterprise certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Cisco 500-450 Unified Contact Center Enterprise Certification Details:

Exam Name	Implementing and Supporting Cisco Unified Contact Center Enterprise
Exam Code	500-450
Exam Price	$300 USD
Duration	75 minutes
Number of Questions	65-75
Passing Score	Variable (750-850 / 1000 Approx.)
Recommended Training	**Cisco Unified Contact Center Enterprise Specialist Practice Test**
Exam Registration	**Cisco Unified Contact Center Enterprise Specialist Practice Test**
Sample Questions	**Cisco Unified Contact Center Enterprise Specialist Practice Test**

Practice Exam	**Cisco Unified Contact Center Enterprise Specialist Practice Test**

500-450 Syllabus:

Section	Weight	Objectives
Describe the Fault Tolerant Characteristics of the Cisco Unified Contact Center Enterprise Solution including Cisco Unified Customer Voice Portal, Cisco Unified Intelligence Center, and Cisco Finesse	14%	- Explain the fault-tolerant integration of Cisco Unified Customer Voice Portal in the Cisco Unified CCE solution - Explain what Cisco Unified ICM router key is - Describe the steps required for Cisco Finesse configuration updates - Describe the internal communications between Cisco Unified ICM components - Describe the requirements for Cisco Unified ICM heartbeats - Describe the synchronization between Cisco Unified ICM components - Describe the considerations for upgrading one or more components of the Cisco Unified CCE solution - Describe the impact of a network failure in the Cisco Unified CCE solution - Explain how the Cisco (Unified ICM) call routing script can detect and route around failed system components of the Cisco Unified CCE solution
Describe the Installation Process for ICM Components of the Cisco Unified Contact Center Enterprise Solution including Cisco Unified CVP, Cisco Unified IC, and Cisco Finesse	21%	- Describe the configuration elements for Cisco Unified CVP that is required in Unified ICM - Describe the install and setup for SIP dialer and voice gateways - Describe the Cisco Unified Intelligence Center requirements using virtualization

Section	Weight	Objectives
		environment - Explain the configuration roles for agent teams - Describe the install and configuration requirements for Cisco Finesse - Describe the configuration limits for Packaged CCE - Describe the configuration requirements for voice gateway used in Packed CCE deployment - Explain the required configuration to use significant digits - Explain the required software to install and setup VMware Hypervisor - Describe the configuration options required to enable the Outbound option in the Cisco Unified ICM - Describe the role of the Cisco Unified ICM Domain Manager tool - Describe the Unified ICM routing clients
Describe the Call Flow Scripting Process in Cisco Unified ICM and Cisco Unified CVP for the Cisco Unified Contact Center Enterprise Solution	18%	- Describe the precision queue scripting consideration - Describe the Extended Call Context variables with Cisco Unified CVP - Describe the functionality limitation imposed when you use Cisco Unified CVP MicroApp - Describe the elements needed to trigger Cisco Unified ICM script - Describe configuration elements to make VXML gateway part of Cisco Unified CVP deployment - Describe configuration

Section	Weight	Objectives
		elements needed for post call survey - Describe outbound scripting considerations - Describe the impact that Cisco Unified ICM scripting has on reporting in the Cisco Unified CCE solution - Describe configuration elements needed for sig digits - Explain the options available in Cisco Unified ICM call routing scripts to access external databases for call routing - Describe how MicroApp can capture DTMF
Understanding Cisco Unified CCE Tools Including Cisco Unified ICM, Cisco Unified CVP, Cisco Unified IC, and Cisco Finesse Tools	16%	- Describe the available tools in the Cisco Unified CCE solution to support Cisco Unified Intelligent Contact Management - Describe the available tools in the Cisco Unified CCE solution to support the Cisco Unified Communications Manager - Describe the available tools in the Cisco Unified CCE solution to support the Cisco Unified CVP Customer Response Solutions - Describe the available tools in the Cisco Unified CCE solution to support Cisco Finesse - Describe the available tools in the Cisco Unified CCE solution to support the Cisco Unified Intelligence Center
Identify Cisco Unified ICM, Cisco Unified CVP, and Cisco Finesse	11%	- Identify issues in Cisco Unified CVP log and trace files - Identify issues in Cisco Unified ICM and CTI log and trace files - Identify issues in Cisco Unified Enterprise outbound option log and trace files - Identify issues in Cisco

Section	Weight	Objectives
		Finesse log and trace files - Identify issues in Cisco Unified Contact Center Enterprise security
Understanding Cisco Unified CCE Agent Supervision Issues and Considerations	7%	- Identify Ring No Answer issues and considerations - Identify Cisco Finesse considerations to avoid agent issues - Understanding Cisco Finesse Administration to avoid agent issues - Identify issues with agents not being able to log into Cisco Unified CCE - Identify issues with agent call behavior
Understanding Cisco Unified CCE Agent Supervision Issues and Considerations	13%	- Identify call flow issues and considerations for the Cisco Unified ICM call routing scripts for inbound and outbound calls - Identify call flow issues for agent transfers in the Cisco Unified CCE solution - Identify call flow issues and considerations for the Cisco Unified CVP scripts - Identify Cisco Unified CVP configuration elements and their purpose - Identify call flow issues and considerations for the VXML gateways - Identify voice quality issues

Cisco 500-450 Sample Questions:

Question: 1

Which statement about administrative scripts in the Cisco Unified Contact Center Enterprise solution is true?

a) Administrative scripts can run more than one time per second.
b) Administrative scripts must be associated with a call type.
c) Administrative scripts can use a DB Lookup node.
d) Administrative scripts can use an ICM Gateway node.

Answer: c

Question: 2

In the Cisco Contact Center Enterprise solution, which process is responsible for peer-to-peer synchronization?

a) mds
b) ccagent
c) router
d) opc

Answer: a

Question: 3

The current operating status for multiple devices is displayed in the Cisco Unified Customer Voice Portal OAMP Control Center tab within the Operations Console web page.

Which three devices show an operating status?

(Choose three.)

a) Cisco Unified Communications Manager
b) Cisco Unified CVP reporting server
c) SIP proxy server
d) Cisco Unified CVP call server
e) Cisco Unified Contact Center Enterprise server
f) VXML gateway
g) Cisco Unified CVP VXML server

Answer: b, d, g

Question: 4

Which list of scripting objects is valid in a Consider If formula for Precision Queue?

a) Call, Attribute, SkillGroup, Call Type
b) Call, PQ, SkillGroup, Call Type
c) Call Type, PQ, Attribute, Call
d) Call, Call Type, Proficiency, SkillGroup

Answer: b

Question: 5

Which option describes the steps to configure a non-global Not Ready code for a Cisco Unified ICM team using Contact Center Enterprise solution with Cisco Finesse?

a) Add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), add reason code to team.
b) Add team in ICM, add Not Ready reason code in Cisco Finesse (uncheck "Global?" check box), add reason code to team in Cisco Finesse.
c) Add team in ICM, add Not Ready reason code in Cisco Finesse, add reason code to team in Cisco Finesse.
d) Add team in ICM, add Not Ready reason code in ICM, add reason code to team in Cisco Finesse.

Answer: b

Question: 6

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: c, e

Question: 7

In the Cisco Unified Contact Center Enterprise solution, what is affected when utilizing significant digits?

a) which VXML gateway the call is placed in
b) determines how many digits of the dialed number are significant
c) external phone number CallerID
d) agent ACD extension length

Answer: a

Question: 8

Which option describes what a value "0" for Maximum Callbacks Per Calling Number represents for Courtesy Callback?

a) No Courtesy Callbacks are allowed.
b) Callbacks have been temporarily suspended for dialed number
c) Any number of callbacks are allowed.
d) Courtesy Callbacks start when "0" calls are in the queue.

Answer: c

Question: 9

You have deployed a VXML application named MyVXMLApp. Which variable name must be passed using one of the user.microapp.ToExtVXML ECC variables?

a) appname=MyVXMLApp
b) app=MyVXMLapp
c) vxmlapp=MyVXMLApp
d) application=MyVXMLApp

Answer: d

Question: 10

Which three statements about Multi Line Agent mode in a Cisco Unified Contact Center Enterprise deployment are true?

(Choose three.)

a) It monitors and reports calls on all lines on the phone.
b) Allows Unified CCE to support Join Across Line and Direct Transfer Across Line features on the phone.
c) It monitors and reports of calls on only one line on the phone.
d) It requires a busy trigger of 2 (call waiting), although calls cannot be forwarded to other extensions on the phone when busy.
e) It requires a maximum of two call appearances.
f) Shared lines are supported on ACD lines but not on non-ACD lines.
g) Call Park is supported on ACD and non-ACD lines

Answer: a, b, e

Study Guide to Crack Cisco Unified Contact Center Enterprise 500-450 Exam:

● Getting details of the 500-450 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 500-450 exam.
● Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
● Joining the Cisco provided training for 500-450 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
● Read from the 500-450 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
● Practicing on 500-450 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for 500-450 Certification

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