
Question: 1

Which functionality does Cisco Unified Contact Center Enterprise provide?

- A. data analytics, intelligent analysis, and the ability to condense data
- B. advanced malware protection, firewall security, and notification services
- C. call and nonvoice task processing, agent selection, queuing, and reporting
- D. voice conferencing, web conferencing, and data-sharing

Answer: C

Question: 2

Which option lists the five product categories that can be deployed in a UC on UCS solution?

- A. UC and Collaboration Edge, conferencing, customer collaboration, system management, and older products
- B. UC and Collaboration Edge, conferencing, customer care, system marking, and older products
- C. UC and Collaboration Edge, conferencing, customer care, system management, and newer products
- D. UC and Collaboration Edge, conferencing, customer care, system management, and older

Answer: D

Question: 3

How much hardware oversubscription is allowed for UC on UCS applications?

- A. No hardware oversubscription is allowed.
- B. Some hardware oversubscription is allowed on Business Edition solutions.
- C. Some hardware oversubscription is allowed on Cisco UCS servers.
- D. Hardware oversubscription to double the specifications is allowed.

Answer: A

Explanation:

Reference: <https://supportforums.cisco.com/t5/ip-telephony/can-vms-share-the-allocated-vcpus-between-them/td-p/3082246>

Question: 4

Which feature is recommended to be enabled?

- A. Hyper-Sizing
- B. Dynamic Power Management
- C. Energy Saving
- D. Inter Virtualization Technology

Answer: D

Question: 5

Which definition of Cisco Spark Hybrid is true?

- A. way to connect Cisco Telepresence Management Server and the Spark Cloud to optimize communication
- B. way to connect Cisco Telepresence Server and the Spark Cloud to optimize communication
- C. way to connect Cisco Video Communication Server and the Spark Cloud to optimize Communication
- D. way to connect Cisco Unified Communication Manager and the Spark Cloud to optimize communication

Answer: D

Question: 6

Which result occurs if the device does not have the Connect at power on check box selected?

- A. The OVA template does not install.
- B. The ISO file does not load.
- C. The OVF template options do not display.
- D. The device does not power on.

Answer: D

Question: 7

What is the maximum number of agents supported in a Cisco Packaged Contact Center Enterprise Solution?

- A. 1000
- B. There is no limit
- C. 2000

D. 6000

Answer: D

Explanation:

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_10_0_1/reference/guide/PCCE_BK_A0CE0252_00_DesignGuide-10Book/PCCE_BK_A0CE0252_00_DesignGuide-10_chapter_010.html

Question: 8

Which type of trunking from the public switched telephone network is supported by the Ci BE4000 appliance?

- A. CAMA
- B. BRI
- C. Sonet
- D. H.323

Answer: B

Question: 9

What happens after the media integrity test?

- A. timezone configuration deployment
- B. product deployment selection
- C. auto negotiation
- D. DHCP configuration

Answer: B

Explanation:

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/install/11_0_1/CUCM_BK_I_DF93684_00_installing-cucm_1101/Installation_tasks.html

Question: 10

Which action does the Directory Connector of Cisco Spark enable?

- A. It enables Microsoft Active Directory integration with Cisco Collaboration Cloud.
- B. It enables integration between on-premises call processing services and Cisco Collaboration Cloud.

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- C It enables integration between on-premises calendaring applications, like Microsoft Exchange, and Cisco Collaboration Cloud.
- D. It enables connectors that are hosted on Expressway Core to be managed by the Cisco Collaboration Cloud.

Answer: A