



Vendor: Cisco

Exam Code: 500-450

Exam Name: Implementing and Supporting Cisco Unified
Contact Center Enterprise

Version: DEMO

QUESTION 1

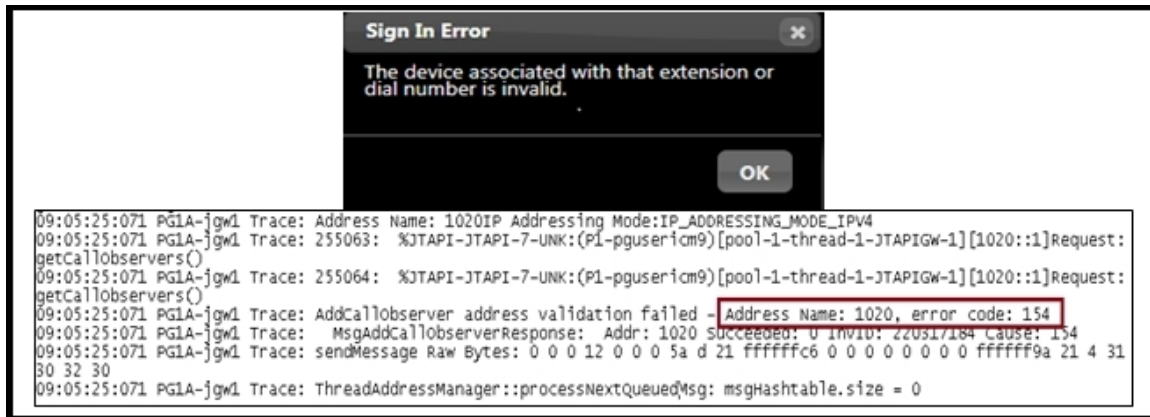
Which option is needed to configure "user.microapp.media_server="http://mediaserver" value on Cisco Unified Contact Center Enterprise scripts?

- 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?

Edit Workflow

Name

Browserpop

Description

Browserpop

When to perform Actions

When a Call is answered

How to apply Conditions

If all Conditions are met

callVariable1

Is not equal to

1

X

BASatus

Is not empty

X

BAAccountNumber

Is not empty

X

BASatus

Is not equal to

1

X

BACampaign

Is not empty

X

Add Condition

Ordered List of Actions

Q Add

Name	Type
Browserpopflow	BROWSER_POP

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

Answer: B

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