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Cisco Contact Center Enterprise Implementation and Troubleshooting

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Question: 1

Which two certificates do the Cisco Finesse primary and secondary servers accept when HTTPS protocol is used to access the administration console or agent desktop in Cisco Finesse? (Choose two.)

- A. Domain validation certificate
- B. Digital certificate
- C. Self-signed certificate
- D. Certificate authority certificate
- E. Root certificate

Answer: BD

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1151/Admin/guide/CFIN_BK_COCD262D_00_cisco-finesse-administration-guide-1151/CFIN_BK_COCD262D_00_cisco-finesse-administration-guide-1151_chapter_01001.pdf

When the HTTPS protocol is used to access the administration console or agent desktop in Cisco Finesse, the primary and secondary servers accept only digital certificates that are issued by a certificate authority (CA).

A digital certificate is an electronic document that uses a digital signature to bind a public key with an identity, such as the name of a person or an organization, and the certificate is issued by a trusted third party, such as a certificate authority (CA). The digital certificate confirms the identity of the server and enables secure communication between the client and the server.

A certificate authority (CA) certificate is a type of digital certificate that is issued by a trusted third party, such as a certificate authority (CA), to verify the identity of an entity and establish trust.

References:

<https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/finesse/118248-configurecertificates-finesse-00.html>

<https://www.globalsign.com/en/ssl-information-center/what-is-a-digital-certificate/>

Question: 2

What are two specifications for UC on UCS Tested Reference Configuration (TRC)? (Choose two.)

- A. defined as Configuration Based
- B. VMware vSphere is optional
- C. VMware vCenter is required
- D. defined as Rule Based
- E. VMware vSphere is required

Answer: AD

Explanation:

The UCS Tested Reference Configuration (TRC) is a validated server configuration for running Unified Computing System (UCS) in a data center environment. It is defined as either Configuration Based or Rule Based, depending on the specific use case. Configuration Based defines the server configuration based on specific performance characteristics, while Rule Based defines the server configuration based on specific usage. VMware vCenter is required for either Configuration Based or Rule Based, while VMware vSphere is optional.

Question: 3

To which Cisco Unified Communications Manager configuration object should the call be transferred to maintain end-to-end reporting context when an agent transfers a call to another ICM Skill Group?

- A. CTI route point
- B. Agent IP phone
- C. Route pattern
- D. Translation pattern

Answer: A

Explanation:

A CTI route point is a configuration object in Cisco Unified Communications Manager (CUCM) that enables end-to-end reporting and tracking of call transfers. When an agent transfers a call to another ICM Skill Group, it should be transferred to a CTI route point in order to maintain the end-to-end reporting context. Route patterns and translation patterns are used to route calls in CUCM, while an agent IP phone is the physical device used by an agent to access the ICM Skill Group.

Question: 4

Which core components are required for calls that originate from Cisco Unified Communications Manager to Cisco Unified CVP using Comprehensive mode when using microapps?

- A. CUCM: CTI Route Port, SIP Trunk, ICM: CVP Type 2 VRU, CUBE, VXML Gateway
- B. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 2 VRU and Network VRU labels, VXML Gateway
- C. CUCM: CTI Route Port and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway
- D. CUCM: CTI Route Point and SIP Trunk, ICM: CVP Type 10 VRU and Network VRU labels, VXML Gateway

Answer: B

Explanation:

For calls that originate from Cisco Unified Communications Manager (CUCM) to Cisco Unified CVP using Comprehensive mode when using microapps, core components that are required include a CUCM CTI Route Point and SIP Trunk, an ICM CVP Type 2 VRU, Network VRU labels, and a VXML Gateway. CVP Type 10 VRUs are not required for such calls.

Question: 5

What are two components of Cisco VOS? (Choose two.)

- A. Finesse
- B. CCE
- C. CUIC
- D. CVP
- E. ECE

Answer: BD

Explanation:

Cisco VOS (Virtualized Operating System) is a cloud-based platform that enables service providers to deliver real-time voice, video, and data services to their customers. The two core components of Cisco VOS are Cisco CCE (Customer Care Environment) and Cisco CVP (Customer Voice Portal). CCE is a cloudbased contact center solution that provides organizations with the ability to manage customer interactions and deliver personalized experiences. CVP is a cloud-based voice portal that enables organizations to create automated customer service experiences. Finesse, CUIC, and ECE are not components of Cisco VOS.



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