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Question 1

How is a call assigned to a call type in the PCCE system?

Options:

A- when the call terminates, and data is written to the Cisco TCD table

B- when the call is first post-routed from Cisco Unified Customer Voice Portal

C- when the call is routed to an agent

D- when a call-routing script hits the first Queue to Skill Group node

Answer:

B

Explanation:

The call is assigned to a call type in the PCCE system when the call is first post-routed from Cisco Unified Customer Voice Portal (Unified CVP). The call type is determined by the data in the Cisco TCD table[1]. The call type is then used to guide the call routing

scripts and determine how the call is routed to an agent[2].

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_12_6_1/design/guide/ucce_b_uc
for-unified-cce-1261/rcct_b_ucce_soldg-for-unified-cce-1261_chapter_011.html

1.Solution Design Guide for Cisco Unified Contact Center Enterprise ...

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_12_6_1/design/guide/ucce_b_uc
for-unified-cce-1261/rcct_b_ucce_soldg-for-unified-cce-1261_chapter_011.html

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_11_5_1/maintenance/Guide/PCCE_BK_P5FE2CBD_
features-guide-11-5.pdf

2.Cisco Packaged Contact Center Enterprise Features Guide Release ...

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_11_5_1/maintenance/Guide/PCCE_BK_P5F

Question 2

Question Type: MultipleChoice

What are two upgrades for Common Ground? (Choose two.)

Options:

A- updates IP address as appropriate

B- in-place upgrades exist on VMs

C- updates Hostname as appropriate

D- includes migration of windows registry

E- includes database migration

Answer:

C, E

Explanation:

Common Ground is a Cisco solution for contact center environments, which enables customers to use multiple channels, such as voice, chat, and email, to interact with agents. Upgrading Common Ground usually involves several steps, including:

Updating the hostname as appropriate: Depending on the configuration and organization of the system, it may be necessary to update the hostname to ensure that all components are properly identified and connected.

Database migration: As part of the upgrade process, the Common Ground database may need to be migrated to a new version or schema. This is done to ensure that the database is compatible with the new version of Common Ground and that all data is preserved during the upgrade.

Updating IP address: Depending on the network and IP addressing scheme, it may be necessary to update the IP addresses of Common Ground components to ensure that they are properly configured and accessible.

Updating registry: Windows registry may need to be updated as well, to ensure that the correct configurations and settings are in place after the upgrade.

In-place upgrades: In-place upgrades are the upgrades that can be done on the same version of the software without the need to install new version of the software.

Question 3

Question Type: MultipleChoice

What are two types of upgrades available for CCE? (Choose two.)

Options:

A- Common Ground

B- User Interface

C- Deviation

D- Technology Refresh

E- Standard

Answer:

D, E

Explanation:

Two types of upgrades available for CCE are Technology Refresh and Standard. Technology Refresh upgrades replace outdated hardware and software components with the latest versions, while Standard upgrades include features and bug fixes.

Question 4

Question Type: MultipleChoice

What are two tasks of a PCCE initialization under Unified CCE PG? (Choose two.)

Options:

A- Creates the CUCM Peripheral Gateway (PG) with the CUCM PIM.

B- Creates just VRU PG; VRU PIMs need to be added manually.

C- Creates the Media Routing PG (MR PG) with three MR PIMs.

D- Downloads JTAPI from the Unified Communications Manager and installs it on the Unified CCE PG.

E- Downloads JTAPI from the Unified Communications Manager, but manually need to be installed in the Unified CCE PG.

Answer:

C, D

Question 5

Question Type: **MultipleChoice**

What must be enabled on the CUIC server for CUIC reports to show up in Finesse?

Options:

A- PROXY

B- Cross Origin Resource Sharing (CORS)

C- Hazelcast

D- JSONP

Answer:

B

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_5_1/release/guide/pcce_b_1251_pcce-release-notes/pcce_b_1251_pcce-release-notes_chapter_010.pdf

Question 6

Question Type: MultipleChoice

What defines the DialPlan on a Cisco Voice Gateway/CUBE?

Options:

A- ATR

B- voice-class

C- Voip voice

D- Dial-Peers

Answer:

D

Explanation:

On a Cisco Voice Gateway or Cisco Unified Border Element (CUBE), the DialPlan is defined by the Dial-Peers. Dial-Peers are used to define the call routing and media flow. They are used to define the route patterns, call forwarding, call routing, call redirection, and Quality of Service (QoS).

Question 7

Question Type: **MultipleChoice**

Which two claim rules will be added to specify the claims sent from ADFS to Cisco Identity Service as part of a successful SAML assertion in PCCE? (Choose two.)

Options:

A- sAMAccountName - Logon names maintained for backward compatibility

B- user_principal - For Identifying the authentication realm of the user in the assertion sent to Cisco Identity Service.

C- E-Mail Address - For the Outgoing claim type

D- Unspecified - For the Incoming name ID format

E- uid - For Identifying the authenticated user in the claim sent to the applications

Answer:

A, E

Explanation:

When configuring SAML authentication for PCCE (Cisco Packaged Contact Center Enterprise) with ADFS (Active Directory Federation Services), you will need to specify certain claim rules that determine which attributes of the user's AD account will be sent in the SAML assertion to Cisco Identity Service.

sAMAccountName is a common attribute that contains the logon name for the user, used for backwards compatibility with older systems that may not support newer authentication methods.

uid is an attribute that can be used to uniquely identify the user in the claims sent to the applications. This attribute is used in Cisco Identity Service to match the user to their corresponding PCCE account.