

Latest Version: 6.0

Question: 1

In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt. Which Cisco Unified CCX Editor step creates a new prompt that can play out the number?

- A. Create Container Prompt
- B. Create Generated Prompt
- C. Create Language Prompt
- D. Create Conditional Prompt

Answer: B

Explanation:

In a Cisco Unified CCX application script, a number is read from an external database. The number must then be played out as part of a prompt. The Cisco Unified CCX Editor step that creates a new prompt that can play out the number is the Create Generated Prompt step 1 2

The Create Generated Prompt step is a media step that allows you to create a prompt from a text or a number. The step uses the Text-to-Speech (TTS) engine or the Number-to-Speech (NTS) engine to generate a voice prompt that can be played to the caller. The step has two tabs: General and Settings. The General tab allows you to specify the input type (text or number), the input value (a variable or a literal), and the output prompt (a variable that stores the generated prompt). The Settings tab allows you to configure the TTS or NTS settings, such as the language, the voice, and the speed 1 2

The other options are not correct:

Create Container Prompt: The Create Container Prompt step is a media step that allows you to create a prompt from a list of existing prompts. The step concatenates the prompts into a single prompt that can be played to the caller. The step has one tab: General. The General tab allows you to specify the input prompts (a list of variables or literals) and the output prompt (a variable that stores the concatenated prompt) 1 2

Create Language Prompt: The Create Language Prompt step is a media step that allows you to create a prompt from a language-specific prompt. The step selects the prompt that matches the language of the current session and assigns it to a variable. The step has one tab: General. The General tab allows you to specify the input prompt (a variable or a literal that contains a language-specific prompt) and the output prompt (a variable that stores the selected prompt) 1 2

Create Conditional Prompt: The Create Conditional Prompt step is a media step that allows you to create a prompt based on a condition. The step evaluates the condition and assigns the corresponding prompt to a variable. The step has two tabs: General and Settings. The General tab allows you to specify the condition (a Boolean expression) and the output prompt (a variable that stores the conditional prompt). The Settings tab allows you to specify the true prompt and the false prompt (variables or literals that contain the prompts for the true and false cases) 1 2

References : 1 : Cisco Unified Contact Center Express Scripting and Development Series: Volume 2, Editor Step Reference, Release 10.0(1) - Media Steps [Cisco Unified Contact Center Express] - Cisco 1 2

Question: 2

Which step can be used to trap runtime script errors and recover gracefully?

- A. Set
- B. Call Subflow
- C. On Exception Goto
- D. Get Reporting Statistic

Answer: C

Explanation:

The On Exception Goto step can be used to trap runtime script errors and recover gracefully. This step allows the script to handle exceptions that may occur during the execution of the script, such as `ContactInactiveException`, `DatabaseException`, or `DocumentException`. The step specifies the type of exception to catch and the label to jump to when the exception occurs. The label can be any valid label in the script that marks the beginning of a recovery or cleanup section. For example, the script can use the On Exception Goto step to catch a `ContactInactiveException` and jump to a label that logs the call details and ends the script. This way, the script can avoid looping or crashing when the contact is dropped or disconnected. For more information on how to use the On Exception Goto step, see the Cisco Unified Contact Center Express Editor Step Reference, Release 12.5 (1) , Chapter: Steps, Section: On Exception Goto Step. References:

Cisco Unified Contact Center Express Editor Step Reference, Release 12.5 (1)

[Deploying Cisco Unified Contact Center Express (UCCXD) v6.0] 2 , Module 2: Cisco Unified CCX Scripting, Lesson 3: Cisco Unified CCX Scripting Steps, Topic: Exception Handling

Question: 3

Where can you start, stop, and restart Cisco Unified Contact Center Express services?

- A. Control Center on Cisco Unified Contact Center Express Serviceability
- B. System page on Cisco Unified Contact Center Express Administration
- C. Cisco Desktop Administrator
- D. Cisco Unified Communications Operating System Administration

Answer: A

Explanation:

Control Center on Cisco Unified Contact Center Express Serviceability Comprehensive and Detailed Explanation: The Control Center on Cisco Unified Contact Center Express Serviceability is a web-based interface that allows you to start, stop, and restart Cisco Unified CCX services. You can also view the status of each service and the server on which it is running. The Control Center is accessible from the Navigation drop-down list on the Cisco Unified CCX Serviceability page. You can select either Network

Services or Feature Services to manage the corresponding services. References: Cisco Unified Contact Center Express Operations Guide, Release 11.5 (1) - Cisco Unified CCX Serviceability 1 , Serviceability Tools 1

Question: 4

Where are CTI route points added or configured for Cisco Unified Contact Center Express?

- A. Cisco Unified Contact Center Express Media Subsystem
- B. Cisco Unified CallManager Device Configuration
- C. Cisco Unified Contact Center Express Directory Management
- D. Cisco Supervisor Desktop
- E. Cisco CRS Administration, JTAPI Trigger Creation

Answer: B

Explanation:

CTI route points are virtual devices that can receive multiple, simultaneous calls for application-controlled redirection. They are added or configured for Cisco Unified Contact Center Express (UCCX) in the Cisco Unified CallManager Device Configuration. This allows UCCX to integrate with Cisco Unified Communications Manager (CUCM) and use the CTI route points as triggers for UCCX scripts. The CTI route points must be associated with the UCCX application user in CUCM and have the correct partition and calling search space settings. References : Cisco Unified Contact Center Express Getting Started with Scripts, Release 12.5(1) - Configuring Unified CCX Triggers , Cisco Unified Contact Center Express Design Guide, Release 10.0(1) - Deployment Models , CTI Port and CTI Route Point - Cisco Community

Question: 5

Which configuration object can have skills assigned to it in Cisco Unified Contact Center Express?

- A. Contact Service Queue
- B. Skill Groups
- C. Resource Groups
- D. competence levels

Answer: A

Explanation:

A contact service queue (CSQ) is a logical grouping of agents that share similar skills. In Cisco Unified Contact Center Express, skills are assigned to CSQs, not to individual agents. Agents are associated with resource groups, which are then mapped to CSQs based on the skills required. This allows the system to route calls to the most appropriate CSQ, and then to the most qualified agent within that CSQ.

References: UCCXD - Deploying Cisco Unified Contact Center Express v6.0 , Cisco Unified Contact Center Express Administration Guide, Release 10.0 (1)

Question: 6

Which three options cannot be validated using the Cisco Unified Communications Sizing Tool in a Cisco Unified CCX deployment configuration? (Choose three.)

- A. number of silent-monitoring and remote-monitoring sessions
- B. bandwidth requirement between Cisco Unified CCX and SocialMiner in an agent web chat deployment
- C. number of historical reporting sessions
- D. bandwidth requirement for remote agents who are connected over a WAN to Cisco Unified CCX
- E. number of ASR and TTS ports
- F. bandwidth requirement between two Cisco Unified CCX nodes in a high availability over WAN deployment

Answer: A, C, E

Explanation:

The Cisco Unified Communications Sizing Tool is a web-based tool that helps system engineers to size Cisco Unified Communications solutions, including Cisco Unified CCX. The tool can validate various parameters and requirements for a Cisco Unified CCX deployment configuration, such as the number of agents, supervisors, IVR ports, outbound ports, chat sessions, email sessions, and reporting users.

However, the tool cannot validate the following options:

The number of silent-monitoring and remote-monitoring sessions. Silent monitoring and remote monitoring are features that allow supervisors to listen to the agent's calls without being heard by the agent or the caller. The tool does not support sizing for these features, as they depend on the network bandwidth and the codec used for the calls. The tool only provides a formula to estimate the bandwidth requirement for silent monitoring and remote monitoring, based on the number of sessions, the codec, and the packet size. The formula is: $\text{Bandwidth (kbps)} = \text{Number of sessions} \times \text{Codec bit rate} \times (1 + \text{Network overhead})$. For example, if there are 10 silent-monitoring sessions using G.711 codec with a bit rate of 64 kbps and a network overhead of 20%, the bandwidth requirement is: $\text{Bandwidth (kbps)} = 10 \times 64 \times (1 + 0.2) = 768 \text{ kbps}$ 1 .

The number of historical reporting sessions. Historical reporting is a feature that allows users to generate reports on the historical data of the Cisco Unified CCX system, such as agent performance, call statistics, and queue summary. The tool does not support sizing for this feature, as it depends on the number of reporting users, the frequency and complexity of the reports, and the database size. The tool only provides some guidelines and best practices for historical reporting, such as limiting the number of concurrent reporting users to 10, scheduling the reports during off-peak hours, and purging the historical data regularly 2 .

The number of ASR and TTS ports. ASR (Automatic Speech Recognition) and TTS (Text-To-Speech) are features that enable voice interaction between the callers and the IVR system, using speech recognition and synthesis technologies. The tool does not support sizing for these features, as they are provided by third-party vendors, such as Nuance or LumenVox. The tool only provides some recommendations and considerations for ASR and TTS integration, such as using MRCPv2 protocol, allocating enough CPU and memory resources, and configuring the network QoS policies 3 .

References: Cisco Unified Contact Center Express Design Guide, Release 8.0(1), Chapter 3: Unified CCX Architecture and Capacity Planning, Section 3.2.2: Silent Monitoring and Remote Monitoring, Page 32 1
Cisco Unified Contact Center Express Design Guide, Release 8.0(1), Chapter 3: Unified CCX Architecture

Question: 7

A customer purchases 200 Cisco Unified Center Express Premium agent seats in order to run a 30-port outbound IVR campaign, which two addition items must the customer purchase?

- A. a router
- B. a gateway
- C. 30 outbound IVR ports
- D. 30 agent seats
- E. 15 agent seats

Answer: C, D

Explanation:

The customer must purchase 30 outbound IVR ports and 30 agent seats in addition to the 200 Cisco Unified Center Express Premium agent seats. The outbound IVR ports are required to run the outbound IVR campaign, which can make outbound calls to customers and play prerecorded messages or collect customer inputs. The agent seats are required to handle the outbound calls that are transferred to agents based on the customer's choice or the campaign configuration. The outbound IVR ports and the agent seats are licensed separately and are not included in the Premium agent seats 1 , page 2-3, 2 , page 4-1. References: Solution Design Guide for Cisco Unified Contact Center Express, Release 12.5 (1) SU1 , Cisco Unified Contact Center Express Features Guide, Release 12.5 (1)

Question: 8

You are designing a Cisco Unified Contact Center Express system with four requirements:

250 configured agents

150 agents maximum logged in at any given time

30 agents able to make outbound calls

20 agents able to answer emails

How many premium seats should be purchased?

- A. 150 seats
- B. 180 seats
- C. 200 seats
- D. 250 seats

Answer: B

Explanation:

The number of premium seats required for a Cisco Unified Contact Center Express system is based on the maximum number of logged in agents plus the number of IVR and email ports needed. In this case,

the maximum number of logged in agents is 150, the number of IVR ports needed for outbound calls is 30, and the number of email ports needed for email agents is 20. Therefore, the total number of premium seats required is $150 + 30 + 20 = 180$ seats. References: Deploying Cisco Unified Contact Center Express (UCCXD) v6.0 - Module 1: Design a Cisco Unified Contact Center Express System Deployment - Lesson 1: Cisco Unified Contact Center Express Product Overview - Topic: Cisco Unified CCX Product Packages 1

Question: 9

Which tool is used to size Cisco Unified CCX?

- A. Analysis Manager
- B. Cisco Unified Communications Sizing Tool
- C. Expert Advisor
- D. Cisco Unified Real-Time Monitoring Tool

Answer: B

Explanation:

The Cisco Unified Communications Sizing Tool is a web-based application that helps customers and partners accurately size Cisco Unified Communications hardware, software, and services. The tool can be used to size Cisco Unified CCX by selecting the product family, the deployment model, the reference design, the call volume, the agent count, the features, and the hardware specifications. The tool then generates a report that shows the recommended hardware configuration, the software licenses, the power consumption, the rack space, and the bill of materials for the Cisco Unified CCX solution 1 , 2
References: Solution Design Guide for Cisco Unified Contact Center Express, Release 11.5 (1) , Cisco Sizing tools - Cisco Community

Question: 10

A customer purchases 200 Cisco Unified CCX Premium agent seats.

Which two additional items must the customer purchase to be able to run a 30-port outbound IVR campaign? (Choose two.)

- A. 30 outbound IVR ports
- B. 15 agent seats
- C. gateway
- D. router

Answer: A, B

Explanation:

To run a 30-port outbound IVR campaign, the customer needs to purchase 30 outbound IVR ports and 15 agent seats in addition to the 200 Cisco Unified CCX Premium agent seats. This is because the outbound IVR ports are not included in the Premium package and need to be purchased separately as an add-on component 1 . The outbound IVR ports are used to dial out to customers and play prompts or

transfer calls to agents. The outbound IVR ports are also consumed by the agents who are logged in to the outbound campaign. The ratio of outbound IVR ports to agents is 2:1, which means that for every two outbound IVR ports, one agent seat is required 2 . Therefore, to run a 30-port outbound IVR campaign, the customer needs 15 agent seats for the outbound agents. The customer does not need to purchase a gateway or a router, as these are network devices that are not related to the outbound IVR campaign. References := Cisco Unified Contact Center Express 12.5 Data Sheet , page 4. Outbound Option Guide for Cisco Unified Contact Center Enterprise and Hosted Release 9.0(1) , page 2-3.