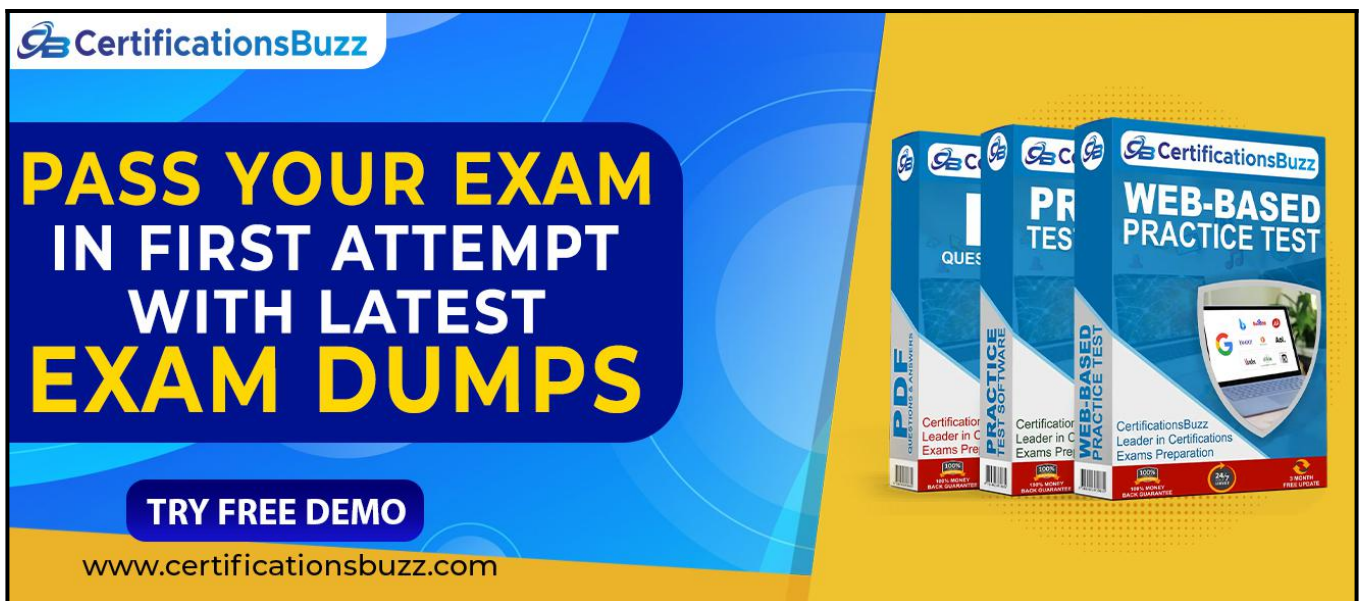


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Question No. 1

Which three statements about Cisco Unified Customer Voice Portal Whisper Announcements are true? (Choose three.)

- **A.** The first number calls the ringtone service that the caller hears while the Whisper Announcement plays to the agent. The CVP default for this number is 92929292.
- **B.** The second number calls the Whisper Announcement itself. The CVP default for this number is 9191919100.
- **C.** The second number calls the Whisper Announcement itself. The CVP default for this number is 9292929200.
- **D.** As an option, set the dial plan with 9191*.
- **E.** As an option, set the dial plan with 9292*.
- **F.** The Whisper Announcement dialed number is always an extension of the Ringtone dialed number with an extra two zeros at the end.

Answer: B, D, F

Question No. 2

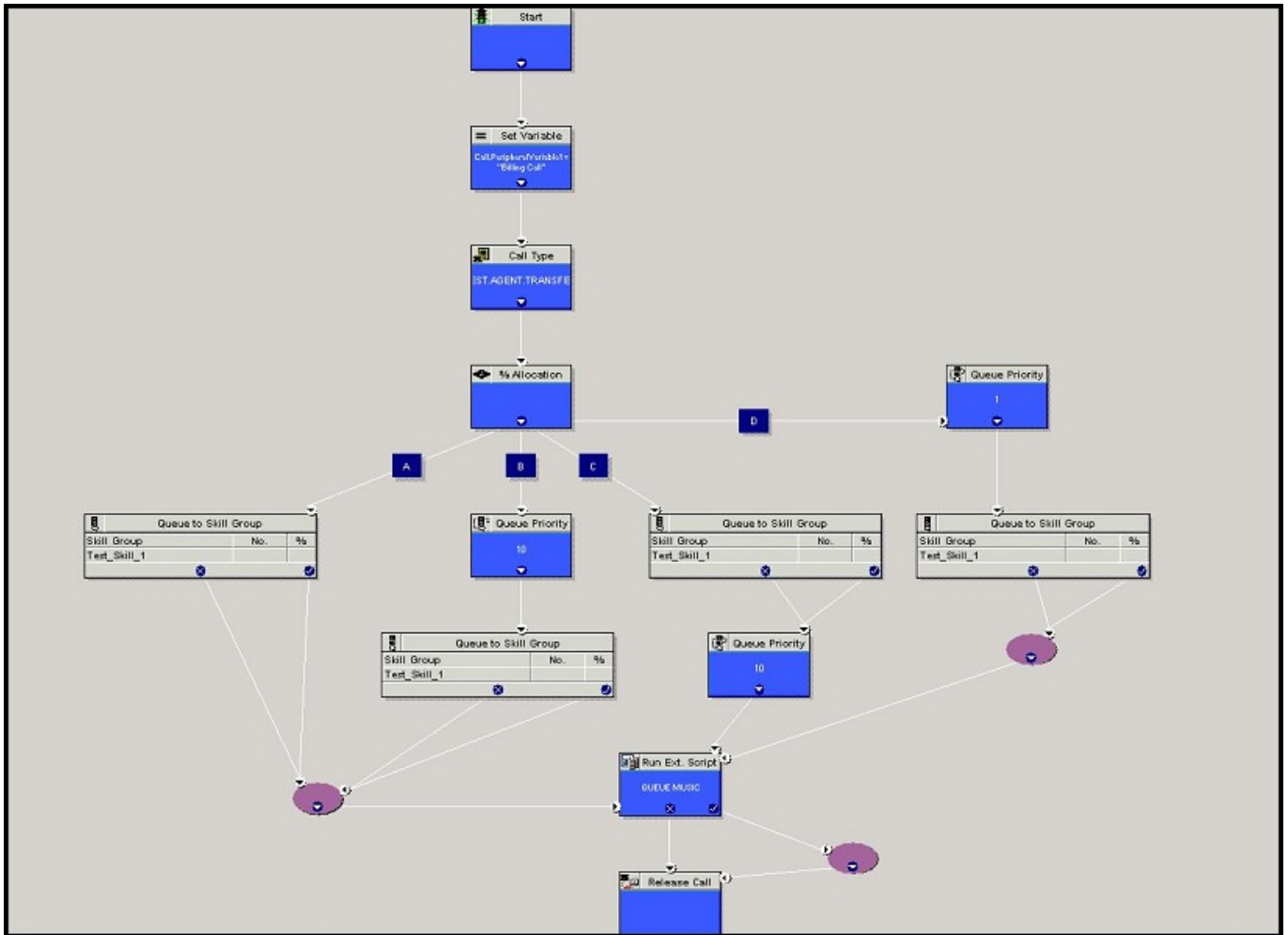
Which variable does the Cisco Unified Customer Voice Portal use to return information about problems encountered while running a script?

- **A.** user.microapp.input_type
- **B.** user.microapp.FromExtVXML
- **C.** user.microapp.error_code
- **D.** user.microapp.server_info

Answer: C

Question No. 3

Refer to the exhibit.



Four calls enter the script in the exhibit but are queued due to no agents being available. Assume that the calls are equally distributed across the A, B, C, and D path in that order using the % Allocation Node and that the Queue to Skill Group Node priority is left at its default setting. Which call is answered first?

- **A.** The call that traversed through the A path.
- **B.** The call that traversed through the B path.
- **C.** The call that traversed through the C path.
- **D.** The call that traversed through the D path.

Answer: A

Question No. 4

In Cisco Unified Contact Center Enterprise 10.0 Outbound Option, the Routing and Administrative scripts are needed for the solution to work properly. Which two statements describe the functionality of the Administrative script? (Choose two.)

- **A.** enables and disables skill groups for an outbound campaign
- **B.** reserves agents for specific outbound campaign
- **C.** controls a percentage of agents to be used in a campaign skill group
- **D.** transfers a call to IVR as a part of IVR campaign
- **E.** transfers a call to IVR or Non-IVR for Answering Machine or abandon calls

Answer: A, C

Question No. 5

Refer to the exhibit.

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
BAStatus	Is not empty		X
BAAccountNumber	Is not empty		X
BAStatus	Is not equal to	1	X
BACampaign	Is not empty		X

Add Condition

Ordered List of Actions

Q Add

Name	Type
Browserpopflow	BROWSER_POP

In Cisco Finesse 10.0(x), 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?

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

Answer: B

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