

# QUESTIONS & ANSWERS

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**Cisco**

# 600-460

*Administering Cisco Unified Contact Center Enterprise*

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- 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:** 66

When using the Play Media micro-application, which parameter automatically generates the media file name for an agent greeting?

- A. -g
- B. -a
- C. -aa
- D. -ag

**Answer:** B

**QUESTION:** 67

Which option lists the minimum extended call variables that are needed for Cisco Unified Customer Voice Portal Agent Greetings?

- A. user.ToExtVXML, user.app\_media\_lib, user.input\_type
- B. user.microapp.ToExtVXML, user.microapp.app\_media\_lib, user.microapp.input\_type

- C. user.microapp.FromExtVXML, user.microapp.app\_media\_lib, user.microapp.input\_type
- D. user.microapp.ToExtVXML, user.microapp.app.media\_Server, user.microapp.locale
- E. user.microapp.FromExtVXML, user.microapp.app.media\_Server, user.microapp.input\_type

**Answer:** B

**QUESTION:** 68

On a VXML gateway with Cisco Unified Customer Voice Portal, which Cisco IOS application service specifies the number of significant digits that are expected to be prepended to the dialed number?

- A. bootstrap.tcl
- B. bootstrap.vmxl
- C. ringtone.tcl
- D. handoff.tcl

**Answer:** A

**QUESTION:** 69

When configuring the Cisco Unified Customer Voice Portal Courtesy Callback feature in the ingress and VXML gateway, which configuration is needed to ensure that SIP is set up to forward SIP INFO messaging?

- A. signaling sip forward unconditional
- B. signaling forward conditional
- C. signaling forward unconditional
- D. signaling forward unconditional sip info

E. signaling forward conditional sip info

**Answer:** C

**QUESTION:** 70

In a Cisco Unified Contact Center Enterprise deployment, callers report intermittent voice-quality issues. What might cause this problem?

- A. The Cisco voice gateways have too few trunks to accept the inbound calls.
- B. The Cisco Finesse is locking up because of a virus.
- C. The system has too few DSP transcoding resources to support all the calls across the WAN.
- D. Cisco Unified Communications Manager has too few conference bridge resources.
- E. A different voice codec is used by the caller and the agent.

**Answer:** C

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