

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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QUESTION 1

What are two XML files that will be backed up when the Disaster Recovery System performs a cluster-level backup? (Choose two.)

- A. drfSchedule.xml
- B. drfDevice.xml
- C. drfDeviceProfle.xml
- D. drfPlatform.xml
- E. drfSystem.xml

Correct Answer: AE

QUESTION 2

What are the two destination patterns in the ingress gateway pointing to the number a customer dials considering the SIP comprehensive call flow? (Choose two.)

- A. point to CUSP ip address
- B. point to CVP ip address
- C. point to IOS g/ws loopback address
- D. point to PG ip address
- E. point to AW/HDS/DDS ip address

Correct Answer: BC

QUESTION 3

What is referred to as a switch leg on CVP?

- A. Script request from CVP to UCCE/PCCE
- B. Ingress SIP call leg from Ingress gateway to CVP
- C. Ringtone call from CVP to WB
- D. Agent call initiated by CVP

Correct Answer: B

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QUESTION 4

What are two ways the Call Studio Application is built or executed? (Choose two.)

- A. VXML Server and Virtual Voice Browser execute the VXML application to provide service to the caller.
- B. Upload the Call Studio project to the Virtual Voice Browser (WB) server, where it resides as an application.
- C. The project is built using WB.
- D. The project is built using Call Studio.
- E. VXML Application can be called up via a CCE Routing Script using the Send to VRU Script node.

Correct Answer: AE

QUESTION 5

What is the role of CVP in UCCE/PCCE?

- A. interface between CUBE and UCCE/PCCE
- B. queuing and self-service IVR
- C. call routing brain of PCCE/UCCE
- D. plays IVR Prompts to Callers

Correct Answer: B

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