500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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QUESTION 1

What is the URL to access VVB Admin?

A. https:///vvb

B. https:///cceadmin

C. https:///appadmin

D. https:///ccmadmin

Correct Answer: A

QUESTION 2

When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVR This Label, along with a unique correlation ID, is delivered to CVR The CVP delivers this string via SIP invite to the Virtual Voice Browser (WB). At this point, which two actions does the WB take? (Choose two.)

A. The WB will check if a media server is set up or not.

B. The WB will drop the call.

C. The WB will ask the ICM script for instruction.

D. The comprehensive WB script will initiate an RTP session between the Ingress Gateway and an allocated WB

E. It invokes a comprehensive application in the Virtual Voice Browser.

Correct Answer: CD

QUESTION 3

What are two requirements for MTP configuration in Mobile Agent? (Choose two.)

A. Hardware-based MTPs in Cisco IOS gateway is cost-efficient than software-based MTPS in Cisco IOS gateway.

B. Synchronization between servers and clients is needed.

C. CTI ports use out of band DTMF, and SIP trunks use RFC2833 in-band DTMF.

D. MTP resource is required to convert mobile agent out of band and CVP in-band signaling.

E. Software-based MTPs using the Cisco IP Voice Media Streaming Application is supported.

Correct Answer: CD

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 are two mandatory ICM AW configurations to get the PCS working properly? (Choose two.)

A. Configure the Survey DN, CT and associate with the Survey routing script.

B. Set "user.microapp.isPostCallSurvey" to y after either the label node or the Queue to Skillgroup/PQ node in the initial incoming DN routing script logic.

C. Set "user.microapp.isPostCallSurvey" to n before either the label node or the Queue to Skillgroup/PQ node in the initial incoming DN routing script logic.

D. Create a new call type for Post Call Survey, map incoming dialed number to a survey dialed number pattern, and associates the survey dialed number patterns to the survey call type.

E. Create a new call type for Post Call Survey, map survey dialed number pattern to the incoming dialed number, and associate the incoming dialed number patterns to the survey call type.

Correct Answer: AB

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