

Exam Code: 500-443

Exam Name: Advanced Administration and Reporting of Contact Center Enterprise

Exam A

QUESTION 1

What are two ways to access the Bulk Import Tool? (Choose two.)

- A. SPOG
- B. CUCM
- C. Bulk Import Webpage
- D. CCE Web Administration
- E. ICMDBA

Correct Answer: A, C

Section:

Explanation:

A One of the ways to access the Bulk Import Tool is through SPOG, as it provides a web-based interface for launching and configuring the tool. C Another way to access the Bulk Import Tool is through Bulk Import Webpage, as it provides a direct URL for accessing the tool without going through SPOG. Reference = [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.5(1)], page 109

QUESTION 2

What are two Bulk Import Tool 'Template' Options to perform Administration Tasks? (Choose two.)

- A. Call Type
- B. Extended Call Variable
- C. Call routes
- D. Skill Groups
- E. User

Correct Answer: A, D

Section:

Explanation:

A One of the Bulk Import Tool 'Template' Options to perform Administration Tasks is Call Type, as it allows the administrator to create or update multiple call types in bulk. D Another Bulk Import Tool 'Template' Option to perform Administration Tasks is Skill Groups, as it allows the administrator to create or update multiple skill groups in bulk. Reference = [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.5(1)], page 110

QUESTION 3

What are two use cases of the PCCE Bulk Import Tool? (Choose two.)

- A. changes to an individual outbound dialer record
- B. create API usage for plugins
- C. changes to a Script record
- D. create multiple new Agents
- E. Agent Skill Groups change between shifts

Correct Answer: D, E

Section:

Explanation:

D One of the use cases of the PCCE Bulk Import Tool is to create multiple new Agents, as it allows the administrator to import agent data from a CSV file and assign them to teams and skill groups. E Another use case of the PCCE Bulk Import Tool is to change Agent Skill Groups between shifts, as it allows the administrator to update agent skill group associations based on different schedules and requirements. Reference = [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.5(1)], page 109

QUESTION 4

What are two operations supported by the Agent Bulk Import Tool? (Choose two.)

- A. Update
- B. Create
- C. Add
- D. Subtract
- E. Replace

Correct Answer: A, B

Section:

Explanation:

A One of the operations supported by the Agent Bulk Import Tool is Update, as it allows the administrator to modify existing agent records in bulk. B Another operation supported by the Agent Bulk Import Tool is Create, as it allows the administrator to add new agent records in bulk. Reference = [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.5(1)], page 111

QUESTION 5

Which two data sources are created in CUIC by default once the installation is completed? (Choose two.)

- A. CUIC Data Source
- B. Live Data Streaming Data Source
- C. Real-Time Streaming Source
- D. HDS Data Source
- E. CVP Reporting Data Source

Correct Answer: A, B

Section:

Explanation:

A One of the data sources that are created in CUIC by default once the installation is completed is CUIC Data Source, as it connects to the CUIC database that stores report definitions and user information. B Another data source that is created in CUIC by default once the installation is completed is Live Data Streaming Data Source, as it connects to the Live Data service that provides real-time data for reports and dashboards. Reference = [Cisco Unified Intelligence Center Installation and Upgrade Guide Release 12.5(1)], page 11; [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 8

QUESTION 6

How many roles are available to be assigned to a CUIC user?

- A. 5
- B. 6
- C. 7
- D. 8

Correct Answer: C

Section:

Explanation:

The number of roles that are available to be assigned to a CUIC user is seven. They are:

Administrator, Report Designer, Report Definition Designer, Value List Collection Designer, Dashboard Designer, User Group Manager, and User. Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 9

QUESTION 7

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

Section:

Explanation:

The role of CVP in UCCE/PCCE is queuing and self-service IVR, as it provides voice response applications that can interact with callers, collect information, and queue calls for treatment by agents or other destinations. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 9

QUESTION 8

What is the role of a private network in UCCE/PCCE?

- A. provides configuration updates from Logger to AW
- B. keeps each side of the duplex pair in sync
- C. replicates data from PG to Router
- D. communicates with the public network

Correct Answer: B

Section:

Explanation:

The private network in UCCE/PCCE provides a dedicated communication channel between the duplexed components, such as Logger, Router, and PG, and keeps each side of the duplex pair in sync. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 20

QUESTION 9

What is the maximum bytes (Data + Variable name) per payload in a PCCE deployment?

- A. 2000
- B. 2400
- C. 2500
- D. 4800

Correct Answer: C

Section:

Explanation:

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The maximum bytes (Data + Variable name) per payload in a PCCE deployment is 2500 bytes. This is the limit imposed by the SIP protocol for the User to User Information (UUI) field that carries the ECC variables.
Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 23

QUESTION 10

What are two ways to access UCCE/PCCE Servers? (Choose two.)

- A. ICA
- B. Web browser to access Web Administration tool
- C. RAW
- D. Secure Shell (SSH)
- E. Microsoft RDP

Correct Answer: B, D

Section:

Explanation:

A web browser can be used to access the Web Administration tool, which provides a graphical user interface for configuring and managing various aspects of the UCCE/PCCE system. D Secure Shell (SSH) can be used to access the UCCE/PCCE servers for command-line administration and troubleshooting. Reference = Administering Advanced Cisco Contact Center Enterprise (CCEAA), page 2; [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 12.5(1)], page 11

QUESTION 11

In PCCE 12k, what are two options to manage payloads? (Choose two.)

- A. a custom payload is created during the installation
- B. ECC Variables where Default Payload is the only option and all new ECC Variables are automatically added to the Custom Payload
- C. delete the default payload and rebuild with the same members
- D. ECC Variables where Custom payloads are added and new ECC Variables must be manually assigned to the appropriate payload
- E. a default payload is created during the installation

Correct Answer: D, E

Section:

Explanation:

ECC Variables where Custom payloads are added and new ECC Variables must be manually assigned to the appropriate payload is one of the options to manage payloads in PCCE 12k. E A default payload is created during the installation is another option to manage payloads in PCCE 12k.

Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 24

QUESTION 12

Which protocol is used by UCCE/PCCE to communicate with CUCM?

- A. IH323
- B. TAP1
- C. JTAPI
- D. SIP

Correct Answer: C

Section:

Explanation:

The protocol used by UCCE/PCCE to communicate with CUCM is JTAPI, which stands for Java Telephony Application Programming Interface. JTAPI allows UCCE/PCCE to monitor and control agent phones and CTI ports on CUCM. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 10

QUESTION 13

What are two core components of PCCE? (Choose two.)

- A. CVP Call/VXML Server
- B. Agent PG A and B side
- C. Cisco ECE Services Server
- D. CVP Reporting Server
- E. Cisco ECE Web server

Correct Answer: A, B

Section:

Explanation:

CVP Call/VXML Server is one of the core components of PCCE, as it provides voice response applications that can interact with callers, collect information, and queue calls for treatment by agents or other destinations. B Agent PG A and B side are another core components of PCCE, as they provide communication between CUCM and UCCE/PCCE components, such as Router, Logger, and CVP. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 9; Administering Advanced Cisco Contact Center Enterprise (CCEAA), page 3

QUESTION 14

What are two descriptions about web page accesses for a CUIC user or administrator? (Choose two.)

- A. The "Admin*" page or OAMP site is used for the daily "admin."
- B. The day-to-day admin tasks regarding users, security, and reports will be done on the reporting page.
- C. The Web URLs or pages are available for access, "Admin*" page, "System*" page, and a Reporting page.
- D. There is a limited view of activities based on agent size.
- E. The default user is defined upon installation of software and can be used to login to either page initially to perform the integration.

Correct Answer: B, C

Section:

Explanation:

B One of the descriptions about web page accesses for a CUIC user or administrator is that the dayto-day admin tasks regarding users, security, and reports will be done on the reporting page, as it provides a user interface for managing report definitions, dashboards, value lists, collections, and permissions. C Another description about web page accesses for a CUIC user or administrator is that the Web URLs or pages are available for access are "Admin" page, "System" page, and a Reporting page, as they provide different functions and features for CUIC administration and operation.

Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 8; [Cisco Unified Intelligence Center Installation and Upgrade Guide Release 12.5(1)], page 11

QUESTION 15

What is the purpose of the SMTP setting in the CUIC administrator web page?

- A. configure the email server and actual schedule for the reports to be sent
- B. configures the actual schedule for the reports to be sent
- C. only configures the email server used to email scheduled reports
- D. only configures the email server used to email the alert notification

Correct Answer: C

Section:

Explanation:

The purpose of the SMTP setting in the CUIC administrator web page is to only configure the email server used to email scheduled reports, as it specifies the host name, port number, user name, password, and sender address of the SMTP server. Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 10

QUESTION 16

What are two descriptions for the CUIC database? (Choose two.)

- A. A Voice Operating System (VOS) installs a MvSQL database as part of the base platform installation.
- B. The CUIC runs its own MySQL database storing users, roles, permissions, and report templates.
- C. Database purge schedule can be controlled or changed through the command-line interface.
- D. The CUIC database sets up the enterprise replication among all participating nodes.
- E. Data in the CUIC database is replicated every 10 seconds to sync up all participating nodes' changes.

Correct Answer: B, C

Section:**Explanation:**

B One of the descriptions for the CUIC database is that the CUIC runs its own MySQL database storing users, roles, permissions, and report templates, as it provides a repository for CUIC configuration and customization data. C Another description for the CUIC database is that database purge schedule can be controlled or changed through the command-line interface, as it allows the administrator to set the frequency and duration of data purging for historical and real-time tables. Reference = [Cisco Unified Intelligence Center Installation and Upgrade Guide Release 12.5(1)], page 11; [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 10

QUESTION 17

Which two roles does the CUIC play in UCCE/PCCE? (Choose two.)

- A. web-based reporting platform
- B. real-time data reporting
- C. log collection tool for PCCE
- D. completes configuration changes on PCCE
- E. SSH Server for SFTP

Correct Answer: A, B

Section:**Explanation:**

A One of the roles that CUIC plays in UCCE/PCCE is a web-based reporting platform, as it provides a browser-based interface for creating, viewing, and managing reports and dashboards. B Another role that CUIC plays in UCCE/PCCE is real-time data reporting, as it provides live data streaming from various data sources for monitoring and analysis. Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 8

QUESTION 18

What are two descriptions of permissions for a CUIC user or administrator? (Choose two.)

- A. The initial and default super user is the System Application User who is configured during installation has permission to do everything, including creating additional super users.
- B. After new super users are added to the Administration console, the super user initially created during installation can be deleted.
- C. Any user assigned to the System Application User can access the administration console.
- D. All of the administrative tasks of the Cisco Unified Intelligence Center solution can be administered from within OAMP.
- E. The super users can manage the CUIC system like Cluster Configuration, Control Center, and Tools from any server nodes.

Correct Answer: A, D

Section:

Explanation:

A One of the descriptions of permissions for a CUIIC user or administrator is that the initial and default super user is the System Application User who is configured during installation has permission to do everything, including creating additional super users, as it provides full access to all CUIIC features and functions. D Another description of permissions for a CUIIC user or administrator is that all of the administrative tasks of the Cisco Unified Intelligence Center solution can be administered from within OAMP, as it provides a web-based interface for managing system settings, cluster configuration, control center, and tools. Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 9; [Cisco Unified Intelligence Center Installation and Upgrade Guide Release 12.5(1)], page 11

QUESTION 19

What are two CUIIC stock reports that are able to be downloaded from Cisco.com? (Choose two.)

- A. CCE AF Historical
- B. CCE License
- C. CCE TR License
- D. CCE AR Historical
- E. CCE TF Historical

Correct Answer: A, D

Section:

Explanation:

A One of the CUIIC stock reports that are able to be downloaded from Cisco.com is CCE AF Historical, as it provides historical data for agent finesse login/logout activities. D Another CUIIC stock report that is able to be downloaded from Cisco.com is CCE AR Historical, as it provides historical data for agent reservation activities. Reference = [Cisco Unified Contact Center Enterprise Reporting User Guide Release 12.5(1)], page 9; Cisco.com

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QUESTION 20

What are two stock or customized views that are available for the CUIIC reports? (Choose two.)

- A. HTML View
- B. XML View
- C. Gantt View
- D. Pie Chart View
- E. Bar Chart View

Correct Answer: D, E

Section:

Explanation:

D One of the stock or customized views that are available for the CUIIC reports is Pie Chart View, as it displays data in a circular graph divided into slices proportional to the values. E Another stock or customized view that are available for the CUIIC reports is Bar Chart View, as it displays data in horizontal or vertical bars with lengths proportional to the values. Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 13

QUESTION 21

A supervisor created a custom report, but none of his co-supervisors can access this report. What can cause the report to appear missing?

- A. The report does not have a default view.
- B. The report definition is missing Execute permission.
- C. The report is missing Read permission.

D. The filters of the report refer to Value Lists that have restricted permission.

Correct Answer: C

Section:

Explanation:

C The report can appear missing because it is missing Read permission for other co-supervisors. This means that only the supervisor who created the report can access it, unless he or she grants Read permission to other users or user groups. Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 14

QUESTION 22

A report definition user is trying to delete an existing definition but fails. What is the cause?

- A. Another user is editing the report at the same time.
- B. The Report Definition has an incorrect Data Source configured.
- C. The user does not have Read permission for this definition.
- D. The Report Definition is being used with an existing report.

Correct Answer: D

Section:

Explanation:

D The user fails to delete an existing definition because the Report Definition is being used with an existing report. This means that the report definition cannot be deleted unless all the reports that use it are deleted first. Reference = [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 15

QUESTION 23

What is the URL to access VVB Admin?

- A. <https://<wb IP or hostname>/wb>
- B. <https://<wb IP or hostname>/cceadmin>
- C. <https://<wb IP or hostname>/appadmin>
- D. <https://<wb IP or hostname>/ccmadmin>

Correct Answer: A

Section:

Explanation:

The URL to access VVB Admin is <https://<VVB IP or hostname>/wb>, as it provides a web-based interface for managing and configuring VVB settings and applications. Reference = [Cisco Unified Customer Voice Portal Installation and Upgrade Guide, Release 12.5(1)], page 67

QUESTION 24

What should a Call Type be mapped to for successful call routing?

- A. Routing Client
- B. Scheduled Script
- C. Dialed number
- D. Default Label

Correct Answer: A

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Section:**Explanation:**

A Call Type is mapped to a Routing Client, which is a logical representation of a device that can receive and process routing requests from the CCE system. Reference = Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR), page 2

QUESTION 25

Which device access is needed to manage agent phones for UCCE/PCCE?

- A. CUCM Admin
- B. CCE Web Admin tool
- C. Config Manager tool
- D. Finesse Admin

Correct Answer: A

Section:**Explanation:**

A CUCM Admin access is needed to manage agent phones for UCCE/PCCE, as it allows the administrator to configure device pools, partitions, calling search spaces, and other settings for the agent phones. Reference = Administering Advanced Cisco Contact Center Enterprise (CCEAA), page 4

QUESTION 26

Which two components exchange data between Expanded Call Context Variables? (Choose two.)

- A. CCE and Finesse
- B. CVP and Finesse
- C. Finesse and VXML Server
- D. CUCM and PCCE
- E. CCE and CVP

Correct Answer: B, E

Section:**Explanation:**

B CVP and Finesse exchange data between Expanded Call Context Variables, as CVP can pass ECC variables to Finesse through the User to User Information (UUI) field in the SIP header. E CCE and CVP exchange data between Expanded Call Context Variables, as CCE can pass ECC variables to CVP through the Peripheral Interface Manager (PIM) or the VRU Peripheral Gateway (VPG) depending on the deployment model. Reference = Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR), page 6; [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 23

QUESTION 27

Which two call transfers are supported in PCCE Deployments? (Choose two.)

- A. SRTP Refer
- B. Release VXML Trunk Transfer
- C. CCE Managed Transfer
- D. CUCM Destination Transfer
- E. SIP Refer

Correct Answer: C, E

Section:

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Explanation:

C CCE Managed Transfer is supported in PCCE Deployments, as it allows the agent to transfer a call to another agent or skill group within the same PCCE system using the Finesse desktop. E SIP Refer is supported in PCCE Deployments, as it allows the agent to transfer a call to an external destination using the SIP Refer method. Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 43; [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 101

QUESTION 28

Which protocol is used by CVP to communicate to VRU PG?

- A. GED-125
- B. GED-155
- C. GED-12.5
- D. GED-256

Correct Answer: B

Section:

Explanation:

The protocol used by CVP to communicate to VRU PG is GED-155, which stands for Generic External Device Protocol version 155. GED-155 allows CVP to send and receive messages from VRU PG for call control and data exchange. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

QUESTION 29

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. drfDeviceProfile.xml
- D. drfPlatform.xml
- E. drfSystem.xml

Correct Answer: A, E

Section:

Explanation:

drfSchedule.xml is one of the XML files that will be backed up when the Disaster Recovery System performs a cluster-level backup, as it contains the information about the backup schedules. E drfSystem.xml is another XML file that will be backed up when the Disaster Recovery System performs a cluster-level backup, as it contains the information about the system components and their dependencies. Reference = [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 12.5(1)], page 37

QUESTION 30

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 \iser.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: A, B

Section:

Explanation:

Configuring the Survey DN, CT and associate with the Survey routing script is one of the mandatory ICM AW configurations to get the PCS working properly, as it defines the destination and the treatment for the post call survey. B Setting 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 is another mandatory ICM AW configuration to get the PCS working properly, as it indicates that the call is eligible for post call survey. Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 25

QUESTION 31

What are two descriptions for JNDI? (Choose two.)

- A. a method for querying and updating data in a database
- B. designed to be independent of any specific directory service implementation so a variety of directories can be accessed
- C. a script that provides call routing!
- D. an API that defines how a client may access a database
- E. an API that provides naming and directory functionality to applications

Correct Answer: B, E

Section:**Explanation:**

JNDI is designed to be independent of any specific directory service implementation so a variety of directories can be accessed, such as LDAP, NDS, or DNS. E JNDI is an API that provides naming and directory functionality to applications, such as looking up objects by name, binding objects to names, and creating and destroying naming contexts. Reference = [Java Naming and Directory Interface (JNDI) Overview]

QUESTION 32

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: A, E

Section:**Explanation:**

VXML Server and Virtual Voice Browser execute the VXML application to provide service to the caller, such as playing prompts, collecting digits, or transferring calls. E VXML Application can be called up via a CCE Routing Script using the Send to VRU Script node, which sends a request to CVP for executing a specific VXML application. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11; [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 16

QUESTION 33

ABC customer implemented Post Call Survey (PCS) for all Customer calls. However, the PCS flow did not engage for any of the calls. The CVP logs did not show any pieces of evidence that PCS requests had been made for the Caller. What is the first thing that should be verified as part of troubleshooting in this scenario?

- A. Validate usermicroapp-isPostCallSurvey variable being set to y in the Main Routing Script.
- B. Check if the caller DN settings on SPOG has PCS enabled.
- C. Check if the Survey DN has a valid Call type and is associated with the routing script to play desired prompts.
- D. Check if the caller DN settings on SPOG has valid PCS DN patterns configured.

Correct Answer: D

Section:**Explanation:**

The first thing that should be verified as part of troubleshooting in this scenario is D. Check if the caller DN settings on SPOG has valid PCS DN patterns configured.

According to the Cisco Packaged Contact Center Enterprise Features Guide, Release 12.0 (1), the mapping of a dialed number pattern to a Post Call Survey number enables the Post Call Survey feature for the call¹. Therefore, if the caller DN settings on SPOG do not have valid PCS DN patterns configured, the Post Call Survey feature will not be triggered for any of the calls. The other options are not the first thing to verify, because they are either related to the Post Call Survey script or the expanded call variable that controls Post Call Survey, which are not relevant if the PCS DN patterns are not configured correctly.

QUESTION 34

Which Routing Script logic helps to invoke the Post Call Survey successfully?

- A. If the script completes after going to an Agent, the call is directed to the Post Call Survey dialed number.
- B. To offer the PCS for all incoming DN's. there is no need to explicitly set the variable in the Main script. It is set to n by default.
- C. If the script completes without going to an Agent, the call is directed to the Post Call Survey dialed number.
- D. To offer the PCS for specific incoming DN's. the variable needs to be set in the Main script explicitly as n.

Correct Answer: A

Section:**Explanation:**

According to the Cisco Packaged Contact Center Enterprise Features Guide, Release 12.0 (1), a Post Call Survey is triggered by the hang-up event from the last agent¹. When the agent hangs up, the call routing script launches a survey script. The value of the expanded call variable user.microapp.isPostCallSurvey controls whether the call is transferred to the Post Call Survey number. If user.microapp.isPostCallSurvey is set to y (the implied default), the call is transferred to the mapped post call survey number. If user.microapp.isPostCallSurvey is set to n, the call ends¹.

Therefore, to invoke the Post Call Survey successfully, the routing script logic should direct the call to the Post Call Survey dialed number after the agent disconnects from the caller. The other options are not correct, because they either do not involve an agent interaction or do not set the user.microapp.isPostCallSurvey variable correctly.

Reference:

1: Cisco Packaged Contact Center Enterprise Features Guide, Release 12.0 (1) - Post Call Survey

QUESTION 35

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: C, D

Section:**Explanation:**

When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVP. This Label, along with a unique correlation ID, is delivered to CVP. The CVP delivers this string via SIP invite to the Virtual Voice Browser (VVB). At this point, the VVB will ask the ICM script for instruction, such as which VXML application to execute. D When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVP. This Label, along with a unique correlation ID, is delivered to CVP. The CVP delivers this string via SIP invite to the Virtual Voice Browser (VVB). At this point, the comprehensive VVB script will initiate an RTP session between the Ingress Gateway and an allocated VVB, which will play prompts and collect digits from the caller. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11; [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 16

QUESTION 36

Where must a Dialed Number be mapped within CCE?

- A. Call Type, which in turn points to a scheduled Routing Script
- B. Precision queue
- C. Skill group
- D. Media Server

Correct Answer: A

Section:

Explanation:

A Dialed Number must be mapped within CCE to a Call Type, which in turn points to a scheduled Routing Script. This allows CCE to route calls based on the dialed number and apply different treatments and reports for different call types. Reference = Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR), page 2

QUESTION 37

Which two nodes on the PCCE/UCCE script are responsible for routing calls to the VRU? (Choose two.)

- A. Run VRU Node
- B. Send to VXML
- C. GS,Server,V
- D. Send to VRU
- E. CUCM

Correct Answer: C, D

Section:

Explanation:

According to the Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.5 (1) and 12.5 (2), there are two types of script nodes that are responsible for routing calls to the VRU: Send to VRU Node and Translation Route to VRU Node1. The Send to VRU Node instructs the routing client to send the call to the VRU associated with the call's dialed number or customer2. The Translation Route to VRU Node instructs the routing client to send the call to a specific VRU by using a translation route label3. Both nodes use the GS,Server,V format for the label, where GS is the gateway selector, Server is the VRU name, and V is a variable that indicates whether the call is voice or non-voice. The other options are not correct, because they are either not script nodes or not related to routing calls to the VRU.

Reference:

1: Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.5 (1) and 12.5 (2) - Network VRUs

2: Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.5 (1) and 12.5 (2) - Send Call to a VRU with Send to VRU Node

3: Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.5 (1) and 12.5 (2) - Send Call to a VRU with Translation Route to VRU

[4]: Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.0 (1) - Use of Formulas

QUESTION 38

What is the first step for CCE to dynamically allocate a label?

- A. The WB ermine service should be in Service.
- B. The Dialer should be configured.
- C. An agent needs to log in.
- D. CVP Call service needs to be restarted.

Correct Answer: C

Section:

Explanation:

The first step for CCE to dynamically allocate a label is an agent needs to log in, as this triggers the Agent PG to send a label request message to the Router. The Router then assigns a label from the available pool

and sends it back to the Agent PG. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 13

According to the Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.5 (1) and 12.5 (2), dynamic labels are expressions that the CallRouter processes in real time, converting an expression into a character string that is then returned to the routing client as a label¹. Dynamic labels are useful for routing calls to agents based on their current location, availability, or skill level. For CCE to dynamically allocate a label, an agent needs to log in and register with the system, so that the CallRouter can access the agent's information and use it in the dynamic label expression¹. The other options are not correct, because they are not related to dynamic label allocation. The WB ermine service is a web service that provides access to the configuration data of the system². The Dialer is a component that enables outbound dialing campaigns³. The CVP Call service is a service that handles call control and voice processing for calls that use Unified CVP³.

Reference:

1: Cisco Packaged Contact Center Enterprise Features Guide, Release 12.0 (1)

2: Cisco Packaged Contact Center Enterprise Administration and Configuration Guide, Release 12.0 (1)

3: Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.5 (1) and 12.5 (2) - Dynamic Labels

QUESTION 39

When an Agent's status turns Ready, which two components help notify the CCE Router about this new status? (Choose two.)

- A. SPOG
- B. Agent PG/CTIServer
- C. AWDB
- D. IDS
- E. Finesse

Correct Answer: B, E

Section:

Explanation:

B Agent PG/CTIServer is one of the components that help notify the CCE Router about the new status of an agent when it turns Ready, as it sends a Peripheral Monitor Message (PMM) with agent state information to the Router. E Finesse is another component that help notify the CCE Router about the new status of an agent when it turns Ready, as it sends an HTTP request with agent state information to the CTIServer.

Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network

Design (SRND), Release 12.5(1)], page 10; [Cisco Finesse Administration Guide Release 12.5(1)], page 11

QUESTION 40

What are two default roles assigned to a supervisor imported from CCE DB? (Choose two.)

- A. Value List Collection Designer
- B. Agent Supervisor
- C. Report Designer
- D. Report Definition Designer
- E. Dashboard Designer

Correct Answer: B, E

Section:

Explanation:

B Agent Supervisor is one of the default roles assigned to a supervisor imported from CCE DB, as it allows the supervisor to view and manage agents and teams in Finesse. E Dashboard Designer is another default role assigned to a supervisor imported from CCE DB, as it allows the supervisor to create and edit dashboards in CUIC. Reference = [Cisco Finesse Administration Guide Release 12.5(1)], page 13; [Cisco Unified Intelligence Center User Guide Release 12.5(1)], page 9 According to the Cisco Unified Intelligence Center User Guide, Release 12.6 (1), a supervisor imported from CCE DB is assigned two default roles: Agent Supervisor and Dashboard Designer¹. The Agent Supervisor role allows the user to view reports related to agents, teams, and skill groups¹. The Dashboard Designer role allows the user to create and edit dashboards that display reports in a graphical format¹. The other options are not correct, because they are not default roles assigned to a supervisor imported from CCE DB. The Value List Collection Designer role allows the user to create and edit value list collections that define the values for report filters². The Report Designer role allows the user to create and edit custom reports using the Report Definition Editor³. The

Report Definition Designer role allows the user to create and edit report definitions that specify the data sources, fields, filters, and layouts for reports⁴.

Reference:

- 1: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - User Roles
- 2: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - Value List Collections
- 3: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - Report Designer
- 4: Cisco Unified Intelligence Center User Guide, Release 12.6 (1) - Report Definition Designer

QUESTION 41

What are two elements in the Call Studio application to collect Caller Response? (Choose two.)

- A. Digital tone elements capture a single digit.
- B. Digits elements capture a single digit.
- C. Menu Elements capture a string of numerical digits.
- D. Menu Elements capture a single digit.
- E. Digits elements capture a string of numerical digits.

Correct Answer: D, E

Section:

Explanation:

According to the Cisco Unified Call Studio User Guide, Release 12.5 (1) and 12.5 (2), there are two types of elements in the Call Studio application that can collect caller response: Menu Element and Digits Element¹. The Menu Element captures a single digit from the caller and maps it to a menu option². The Digits Element captures a string of numerical digits from the caller and stores it in an element data variable³. The other options are not correct, because they are either not elements in the Call Studio application or do not collect caller response as described. There is no Digital tone element or Digits element that captures a single digit in the Call Studio application.

Reference:

- 1: Cisco Unified Call Studio User Guide, Release 12.5 (1) and 12.5 (2) - Elements
- 2: Cisco Unified Call Studio User Guide, Release 12.5 (1) and 12.5 (2) - Menu Element
- 3: Cisco Unified Call Studio User Guide, Release 12.5 (1) and 12.5 (2) - Digits Element

QUESTION 42

What are two usages for Call Studio Database lookup? (Choose two.)

- A. Account Type
- B. Play media
- C. Get Digit
- D. Claim Number
- E. Dialtone

Correct Answer: A, D

Section:

Explanation:

A Account Type is one of the usages for Call Studio Database lookup, as it allows the application to retrieve information about the caller's account from a database and provide different treatments based on the account type. D Claim Number is another usage for Call Studio Database lookup, as it allows the application to validate the claim number entered by the caller against a database and provide confirmation or error messages accordingly. Reference = [Cisco Unified Call Studio User Guide Release 12.5(1)], page 47

QUESTION 43

What are two ways a Database Action Element is configured in the Call Studio application? (Choose two.)

- A. JNDI name (include the jdbc/ portion]
- B. CUCM Query
- C. SQL Query
- D. JNDI Context
- E. SQL Type (Insert, Update, Single, Multiple]

Correct Answer: A, C

Section:

Explanation:

A JNDI name (include the jdbc/ portion) is one of the ways a Database Action Element is configured in the Call Studio application, as it specifies the name of the data source that is configured in the VVB to access the database. C SQL Query is another way a Database Action Element is configured in the Call Studio application, as it defines the SQL statement that is executed on the database to perform an operation or retrieve data. Reference = [Cisco Unified Call Studio User Guide Release 12.5(1)], page 48

QUESTION 44

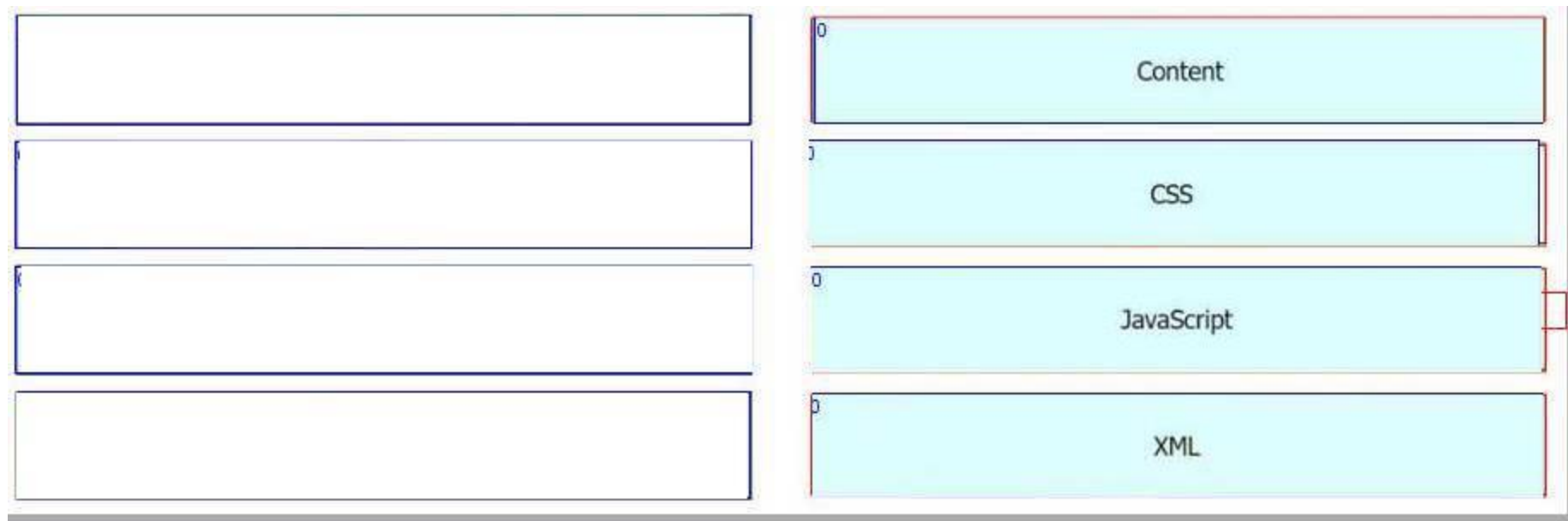
DRAG DROP

Drag and drop the item from the left onto the definition on the right.

Select and Place:

JavaScript	This file provides the gadget's core functionality and is the only file required to deploy a gadget.
XML	This file defines the style used to display and define the layout for the gadget.
CSS	This file supports dynamic behavior within the gadget to support interaction with the Agent.
Content	Specifies the programming logic and HTML elements of the gadget to define how the gadget is rendered.

Correct Answer:



Section:

Explanation:

QUESTION 45

Where is the RTP connected to the Ingress Gateway at different stages of the call?

- A. Ingress Gateway and CVP
- B. Ingress Gateway and Agent Phone
- C. Ingress Gateway and CUCM
- D. Ingress Gateway and UCCE/PCCE Router

Correct Answer: B

Section:

Explanation:

B The RTP is connected to the Ingress Gateway at different stages of the call, but only when the call is connected to an agent phone. This is because CVP uses a comprehensive call flow model that transfers the call from the VVB to the agent phone and establishes an RTP session between the Ingress Gateway and the agent phone. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

QUESTION 46

What is a distinction between Packaged CCE and Unified CCE, specifically regarding call transfers?

- A. CCE deployments support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller (NIC), but PCCE does not
- B. Transfers that require Service Provider interaction via the NIC is supported by a PCCE Deployment in a 2K deployment model only.
- C. PCCE deployments continue to support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller (NIC), but CCE does not.
- D. Neither CCE nor PCCE deployments continue to support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller

Correct Answer: B

Section:

Explanation:

A distinction between Packaged CCE and Unified CCE, specifically regarding call transfers, is that transfers that require Service Provider interaction via the NIC are supported by a PCCE Deployment in a 2K deployment model only. This means that PCCE can only support pre-routing call flows with NIC in a limited scale, while UCCE can support pre-routing call flows with NIC in any deployment model. Reference =

QUESTION 47

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 ig address
- B. point to CVP ip address
- C. point to IOS q/ws loopback address
- D. point to PG ip address
- E. point to AW/HDS/DDS ip address

Correct Answer: B, C

Section:

Explanation:

B One of the destination patterns in the ingress gateway pointing to the number a customer dials considering the SIP comprehensive call flow is pointing to CVP IP address, as this allows CVP to receive and process incoming calls from the ingress gateway. C Another destination pattern in the ingress gateway pointing to the number a customer dials considering the SIP comprehensive call flow is pointing to IOS q/ws loopback address, as this allows CVP to send calls back to the ingress gateway for queuing and self-service. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

QUESTION 48

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

Section:

Explanation:

A switch leg on CVP refers to an ingress SIP call leg from Ingress gateway to CVP, as this is where CVP receives and controls incoming calls from PSTN or other networks. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

QUESTION 49

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 What does CVP do next?

- A. It delivers this String via SIP invite to the Virtual Voice Browser.
- B. It defers this string via HTTPS to the Virtual Voice Browser.
- C. It delivers this string via HTTP to the Virtual Voice Browser.
- D. It does not deliver this information to wb.

Correct Answer: A

Section:

Explanation:

When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVP. This Label, along with a unique correlation ID, is delivered to CVP. What CVP does next is it delivers this string via SIP invite to the Virtual Voice Browser (VVB), which will execute a VXML application on behalf of CVP. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)],

www.VCEplus.io