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500-443

Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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Question: 256

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

Answer: A,C,E

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: 257

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

Answer: B

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: 258

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

Answer: B

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: 259

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

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

Answer: C

Explanation:

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: 260

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 (SSHW1
E. Microsoft RDP

Answer: A,B,D

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

Question: 261

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

Answer: A,D,E

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: 262

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

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

Answer: C

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: 263

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

Answer: A,B

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: 264

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

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

Answer: B

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: 265

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

Answer: A,E

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: 266

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.isPostCallSurvev' 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.

Answer: A,B

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: 267

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

Answer: A,B,E

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: 268

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 W
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.

Answer: A,D

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: 269

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.

Answer: D

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: 270

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 DNs. 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.

Answer: A

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: 271

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.

Answer: A,C,D

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

Question: 273

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

Answer: A

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

SAMPLE QUESTIONS

These questions are for demo purpose only. **Full version** *is up to date and contains actual questions and answers.*

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