

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

Which ICM component delivers Route request to ICM Central Controller?

- A. VVB
- B. AW/HDS/DDS
- C. CUIC
- D. IVR/VRU PG

Correct Answer: C

QUESTION 2

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 user.microapp.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: C

QUESTION 3

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

- A. H323
- B. TAPI
- C. JTAPI
- D. SIP

Correct Answer: C

QUESTION 4

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) v1
- E. Microsoft RDP

Correct Answer: BD

QUESTION 5

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: AC

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