

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

What are two descriptions about web page accesses for a CUI 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: BC

QUESTION 2

What are two steps to enable database access on a CVP VXML Server to implement Database lookup using VXML? (Choose two.)

- A. Clear the database for duplicates.
- B. Restart the Tomcat service on SQL Server.
- C. Install a compatible ODBC driver.
- D. Add the JNDI Context configuration.
- E. On an SQL Server, create an SQL user for JNDI reference.

Correct Answer: DE

Reference: <https://www.orourke.tv/web/doku.php?id=vendors:cisco:uc:cvp:jndi-cvp#:~:text=%20Enable%20database%20access%20on%20your,database%20connection%20to%20the%20context.>

QUESTION 3

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

Reference: <https://www.cisco.com/c/en/us/support/docs/voice/call-routing-dial-plans/98614-pstn-cvp-callflow.html>

QUESTION 4

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

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_0_1/maintenance/Guide/pcce_b_admin-and-config-guide_120/pcce_b_admin-and-configguide_120_chapter_01000001.html#concept_D772E79F938948277C33BC5B197E2A62

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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