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QUESTION 1

Apart from CVP Call Studio, what are two other components that have a role in the VXML application\\\'s functioning? (Choose two.)

A. VRU PG

B. Unified Communications Manager

C. Media Server

D. Voice Browser

E. Finesse Server

Correct Answer: CD

QUESTION 2

Which variable remains available to all scripts in the system until reset?

A. Caller Entered digits

B. Call variable

C. User variable

D. Peripheral variable

Correct Answer: B

QUESTION 3

Which user role must be assigned to the ToExtVXML variable in the ICM script?

A. Config Manager Role

B. Internet Script Editor Role

C. ICM Script Admin Role

D. Agent Admin Role

Correct Answer: C

QUESTION 4

What are the two main features of theCisco VVB? (Choose two.)

A. allows customers to retrieve the required information through voice commands without interacting with an agent

B. supports only one language for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities

C. allows an agent to retrieve the required information through voice commands without interacting with a customer

D. provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities

E. provides a more comprehensive and effective agent service by efficiently handling call traffic with self-service or fast transfer to the correct customer the first time

Correct Answer: AE

QUESTION 5

Deploying a VXML application is a two-step process. The first step is deploying the projects to a local archive (.zip file using the Deploy option in Call Studio). The second part of the project deployment uses SPOG to transfer the .zip file to the VXML Server(s). Which option in SPOG will be utilized to transfer these zip files to VXML Server(s)?

A. Route Settings under Call Settings card

B. IVR Settings under Call Settings card

C. Device Configuration under Infrastructure Settings card

D. Miscellaneous under Call Settings card

Correct Answer: C

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