



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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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: AC

QUESTION 2

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 3

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: BC

**QUESTION 4**

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 5

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

Correct Answer: BC

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