

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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QUESTION 1

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.

Correct Answer: CD

QUESTION 2

What is the purpose of the SMTP setting in the CUIC administrator web page?

- A. configure the email server and actual schedule for the reports to be sent
- B. configures the actual schedule for the reports to be sent
- C. only configures the email server used to email scheduled reports
- D. only configures the email server used to email the alert notification

Correct Answer: C

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_12_5_1_su 1/maintain_and_operate/guide/uccx_b_1251su1admin-and-operations-guide/uccx_b_12_5_2admin-and-operationsguide_chapter_010011.html

QUESTION 3

A report definition user is trying to delete an existing definition but fails. What is the cause?

- A. Another user is editing the report at the same time.
- B. The Report Definition has an incorrect Data Source configured.
- C. The user does not have Read permission for this definition.
- D. The Report Definition is being used with an existing report.

Correct Answer: D

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QUESTION 4

What are two XM	L files that will be backed	d up when the Disaste	r Recovery Syste	m performs a cluster-l	evel backup?
(Choose two.)					

- A. drfSchedule.xml
- B. drfDevice.xml
- C. drfDeviceProfle.xml
- D. drfPlatform.xml
- E. drfSystem.xml

Correct Answer: AE

QUESTION 5

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

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

Correct Answer: C

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