



Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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QUESTION 1

What are two Bulk Import Tool \\'Template\\' Options to perform Administration Tasks? (Choose two.)

- A. Call Type
- B. Extended Call Variable
- C. Call routes
- D. Skill Groups
- E. User

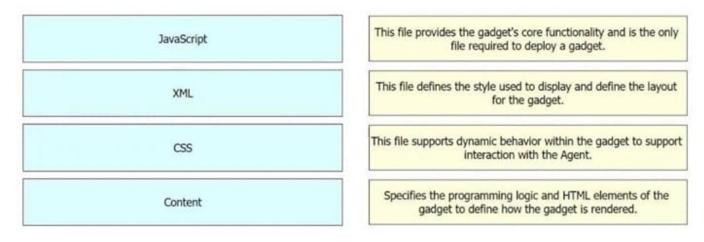
Correct Answer: AD

QUESTION 2

DRAG DROP

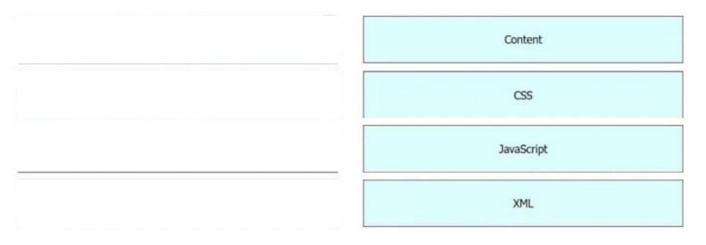
Drag and drop the item from the left onto the definition on the right.

Select and Place:



Correct Answer:





QUESTION 3

What are two ways the Call Studio Application is built or executed? (Choose two.)

- A. VXML Server and Virtual Voice Browser execute the VXML application to provide service to the caller.
- B. Upload the Call Studio project to the Virtual Voice Browser (WB) server, where it resides as an application.
- C. The project is built using WB.
- D. The project is built using Call Studio.
- E. VXML Application can be called up via a CCE Routing Script using the Send to VRU Script node.

Correct Answer: AE

QUESTION 4

Which two call transfers are supported in PCCE Deployments? (Choose two.)

- A. SRTP Refer
- B. Release VXML Trunk Transfer
- C. CCE Managed Transfer
- D. CUCM Destination Transfer
- E. SIP Refer

Correct Answer: CE



QUESTION 5

What are two XML files that will be backed up when the Disaster Recovery System performs a cluster-level backup? (Choose two.)

- A. drfSchedule.xml
- B. drfDevice.xml
- C. drfDeviceProfle.xml
- D. drfPlatform.xml
- E. drfSystem.xml
- Correct Answer: AE

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