



500-443^{Q&As}

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:

JavaScript	This file provides the gadget's core functionality and is the only file required to deploy a gadget.
XML	This file defines the style used to display and define the layout for the gadget.
CSS	This file supports dynamic behavior within the gadget to support interaction with the Agent.
Content	Specifies the programming logic and HTML elements of the gadget to define how the gadget is rendered.

Correct Answer:



Content

CSS

JavaScript

XML

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. drfDeviceProfile.xml
- D. drfPlatform.xml
- E. drfSystem.xml

Correct Answer: AE

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