500-443^{Q&As}

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Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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QUESTION 1

Which two data sources are created in CUIC by default once the installation is completed? (Choose two.)

A. CUIC Data Source

B. Live Data Streaming Data Source

C. Real-Time Streaming Source

D. HDS Data Source

E. CVP Reporting Data Source

Correct Answer: AB

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 usages for Call Studio Database lookup? (Choose two.)

A. Account Type

B. Play media

C. Get Digit

D. Claim Number

E. Dialtone

Correct Answer: AD

QUESTION 4

What are two stock or customized views that are available for the CUIC reports? (Choose two.)
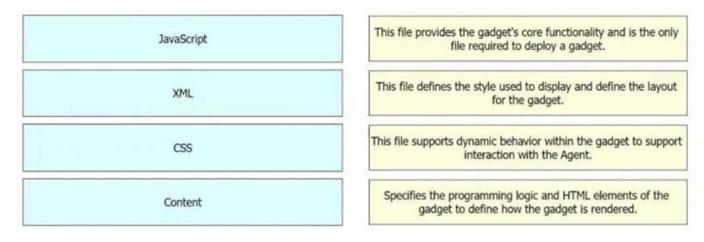
A. HTML View

B. XML View

C. Gantt View

D. Pie Chart View
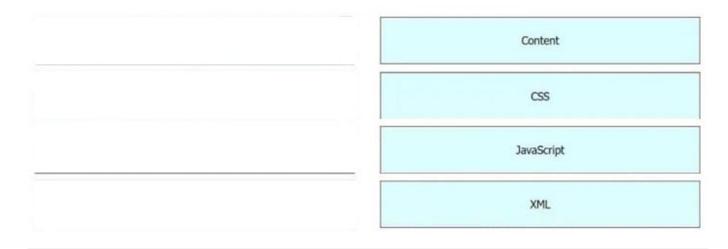
E. Bar Chart View

Correct Answer: DE

QUESTION 5

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:

QUESTION 6

What are two mandatory ICM AW configurations to get the PCS working properly? (Choose two.)

A. Configure the Survey DN, CT and associate with the Survey routing script.

B. Set "user.microapp.isPostCallSurvey" to y after either the label node or the Queue to Skillgroup/PQ node in the initial incoming DN routing script logic.

C. Set "user.microapp.isPostCallSurvey" to n before either the label node or the Queue to Skillgroup/PQ node in the initial incoming DN routing script logic.

D. Create a new call type for Post Call Survey, map incoming dialed number to a survey dialed number pattern, and associates the survey dialed number patterns to the survey call type.

E. Create a new call type for Post Call Survey, map survey dialed number pattern to the incoming dialed number, and associate the incoming dialed number patterns to the survey call type.

Correct Answer: AB

QUESTION 7

What are two use cases of the PCCE Bulk Import Tool? (Choose two.)

A. changes to an individual outbound dialer record

B. create API usage for plugins

C. changes to a Script record

D. create multiple new Agents

E. Agent Skill Groups change between shifts

Correct Answer: DE

QUESTION 8

How is Mobile Agent implemented?

A. Both CUCM based and CTIOS silent monitoring are supported for Mobile agent silent monitoring.

B. Remote CTI Port DN is used by the agent at login and is where callers are routed when this agent is selected.

C. Both RCP and LCP CTI ports are linked with PG and Call control for those ports are provided by PG through JTAPI to CM.

D. Local CTI Port is good enough for logged-in Mobile Agent and full functionality.

Correct Answer: B

QUESTION 9

What are two descriptions for JNDI? (Choose two.)

A. a method for querying and updating data in a database

B. designed to be independent of any specific directory service implementation so a variety of directories can be accessed

C. a script that provides call routing

D. an API that defines how a client may access a database

E. an API that provides naming and directory functionality to applications

Correct Answer: BE

QUESTION 10

In PCCE 12k, what are two options to manage payloads? (Choose two.)

A. a custom payload is created during the installation

B. ECC Variables where Default Payload is the only option and all new ECC Variables are automatically added to the Custom Payload

C. delete the default payload and rebuild with the same members

D. ECC Variables where Custom payloads are added and new ECC Variables must be manually assigned to the appropriate payload

E. a default payload is created during the installation

Correct Answer: AD