



Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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QUESTION 1

What are two descriptions for the CUIC database? (Choose two.)

- A. A Voice Operating System (VOS) installs a MySQL database as part of the base platform installation.
- B. The CUIC runs its own MySQL database storing users, roles, permissions, and report templates.
- C. Database purge schedule can be controlled or changed through the command-line interface.
- D. The CUIC database sets up the enterprise replication among all participating nodes.
- E. Data in the CUIC database is replicated every 10 seconds to sync up all participating nodes\\' changes.

Correct Answer: BC

QUESTION 2

What are two elements in the Call Studio application to collect Caller Response? (Choose two.)

- A. Digital tone elements capture a single digit.
- B. Digits elements capture a single digit.
- C. Menu Elements capture a string of numerical digits.
- D. Menu Elements capture a single digit.
- E. Digits elements capture a string of numerical digits.

Correct Answer: AB

QUESTION 3

What are the two required parameters to increase the default logout timer in Mobile Agent nailed connection mode in CUCM? (Choose two.)

- A. Enable the timer entirely.
- B. Increase the Maximum Call Duration Timer setting.
- C. Disable the timer entirely.
- D. Increase the agent logout setting.
- E. Enable the timer partially.



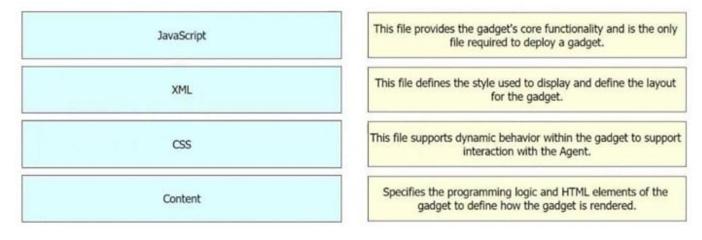
Correct Answer: AD

QUESTION 4

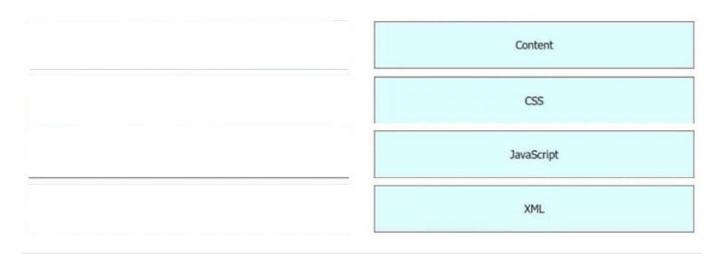
DRAG DROP

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

Select and Place:



Correct Answer:



QUESTION 5

Where must a Dialed Number be mapped within CCE?

- A. Call Type, which in turn points to a scheduled Routing Script
- B. Precision queue



- C. Skill group
- D. Media Server
- Correct Answer: A

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