



500-443^{Q&As}

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(CCEAAR)

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QUESTION 1

Where is the RTP connected to the Ingress Gateway at different stages of the call?

- A. Ingress Gateway and CVP
- B. Ingress Gateway and Agent Phone
- C. Ingress Gateway and CUCM
- D. Ingress Gateway and UCCE/PCCE Router

Correct Answer: B

Reference: <https://www.cisco.com/c/en/us/support/docs/voice/call-routing-dial-plans/98614-pstn-cvp-callflow.html>

QUESTION 2

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 3

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 4

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 5

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

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