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

What should a Call Type be mapped to for successful call routing?

A. Routing Client

B. Scheduled Script

C. Dialed number

D. Default Label

Correct Answer: A

QUESTION 3

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 4

When an Agent\\'s status turns Ready, which two components help notify the CCE Router about this new status? (Choose two.)

A. SPOG

B. Agent PG/CTIServer

C. AW DB

D. IDS

E. Finesse

Correct Answer: BE

QUESTION 5

What are two requirements for MTP configuration in Mobile Agent? (Choose two.)

A. Hardware-based MTPs in Cisco IOS gateway is cost-efficient than software-based MTPS in Cisco IOS gateway.

B. Synchronization between servers and clients is needed.

C. CTI ports use out of band DTMF, and SIP trunks use RFC2833 in-band DTMF.

D. MTP resource is required to convert mobile agent out of band and CVP in-band signaling.

E. Software-based MTPs using the Cisco IP Voice Media Streaming Application is supported.

Correct Answer: CD

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