500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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QUESTION 1

What are two mandatory configurations for Mobile Agent to function? (Choose two.)

A. MTP resource is not a mandatory requirement for SIP trunk, TDM, and CVP Solutions.

B. LCP DNS as a Route pattern should be created with the destination as CUCM in PCCE SPOG.

C. LCP DNS as a Route pattern should be created with the destination as CUCM in PCCE SPOG.

D. Only the LCP port needs to be associated with JTAPI.

E. Both LCP and RCP ports need to be associated with JTAPI.

Correct Answer: BE

QUESTION 2

Which protocol is used by CVP to communicate to VRU PG?

A. GED-125

B. GED-155

C. GED-12.5

D. GED-256

Correct Answer: B

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 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 5

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

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