

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

What are two ways the Call Studio Application is built or executed? (Choose two.)

- A. VXML Server and Virtual Voice Browser execute the VXML application to provide service to the caller.
- B. Upload the Call Studio project to the Virtual Voice Browser (WB) server, where it resides as an application.
- C. The project is built using WB.
- D. The project is built using Call Studio.
- E. VXML Application can be called up via a CCE Routing Script using the Send to VRU Script node.

Correct Answer: AE

QUESTION 2

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 3

What are two stock or customized views that are available for the CUIIC reports? (Choose two.)

- A. HTML View
- B. XML View
- C. Gantt View
- D. Pie Chart View
- E. Bar Chart View

Correct Answer: DE

QUESTION 4

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 5

What are two descriptions of permissions for a CUIC user or administrator? (Choose two.)

- A. The initial and default super user is the System Application User who is configured during installation has permission to do everything, including creating additional super users.
- B. After new super users are added to the Administration console, the super user initially created during installation can be deleted.
- C. Any user assigned to the System Application User can access the administration console.
- D. All of the administrative tasks of the Cisco Unified Intelligence Center solution can be administered from within OAMP.
- E. The super users can manage the CUIC system like Cluster Configuration, Control Center, and Tools from any server nodes.

Correct Answer: AD

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