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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

ABC customer implemented Post Call Survey (PCS) for all Customer calls. However, the PCS flow did not engage for any of the calls. The CVP logs did not show any pieces of evidence that PCS requests had been made for the Caller. What is the first thing that should be verified as part of troubleshooting in this scenario?

A. Validate user.microapp.isPostCallSurvey variable being set to y in the Main Routing Script.

B. Check if the caller DN settings on SPOG has PCS enabled.

C. Check if the Survey DN has a valid Call type and is associated with the routing script to play desired prompts.

D. Check if the caller DN settings on SPOG has valid PCS DN patterns configured.

Correct Answer: C

QUESTION 3

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 4

What is the role of a private network in UCCE/PCCE?

A. provides configuration updates from Logger to AW

B. keeps each side of the duplex pair in sync

C. replicates data from PG to Router

D. communicates with the public network

Correct Answer: B

QUESTION 5

What are the two destination patterns in the ingress gateway pointing to the number a customer dials considering the SIP comprehensive call flow? (Choose two.)

A. point to CUSP ip address

B. point to CVP ip address

C. point to IOS g/ws loopback address

D. point to PG ip address

E. point to AW/HDS/DDS ip address

Correct Answer: BC

QUESTION 6

What are two conditions in which PCS legs get invoked? (Choose two.)

A. If Router Re-query is misconfigured and the Ring-No-Answer timeout expires, the caller is still transferred to the Post Call Survey DN. This can occur if a Queue node is used and Enable target re-query is checked.

B. The Post Call Survey DN is called if the Unified CVP has received at least one CONNECT message from CCE (either from the VRU leg or the Agent\\'s leg). Use the END node in the CCE routing script if the Post Call Survey is not required for the calls disconnected from the IVR.

C. If Router Re-query is misconfigured and the Ring-No-Answer timeout expires, the caller is still transferred to the Post Call Survey DN. This can occur if a Queue node is used and Enable target re-query is not checked.

D. The Post Call Survey DN is called if the Unified CVP has received at least one CONNECT message from CCE (either from the VRU leg or the Agent\'s leg). Use the Release node in the CCE routing script if the Post Call Survey is not required for the calls disconnected from the IVR.

E. The correct call route is configured through the Call Manager server.

Correct Answer: AB

QUESTION 7

What is the first step for CCE to dynamically allocate a label?

A. The WB engine service should be in Service.

B. The Dialer should be configured.

C. An agent needs to log in.

D. CVP Call service needs to be restarted.

Correct Answer: A

QUESTION 8

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 9

Which two ways are Finesse gadgets deployed? (Choose two.)

A. The host supporting gadgets must be accessible by both the Agent PC and the Finesse Server.

B. Finesse Gadgets must be uploaded only to the primary Finesse Server.

C. The 3rdpartygadget password and the file upload must be hosted on a separate server.

D. Finesse Administration changes require a new login or Reset Layout in order to access changes.

E. The file permissions only need to set for Read for Public Permissions.

Correct Answer: AD

QUESTION 10

What is the role of CVP in UCCE/PCCE?

A. interface between CUBE and UCCE/PCCE

B. queuing and self-service IVR

C. call routing brain of PCCE/UCCE

D. plays IVR Prompts to Callers

Correct Answer: B

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