**Vendor:** Cisco

**Exam Code:** 500-443

**Exam Name:** Advanced Administration and Reporting of Contact Center Enterprise

**Version:** DEMO

**QUESTION 1**
When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVR This Label, along with a unique correlation ID, is delivered to CVR The CVP delivers this string via SIP invite to the Virtual Voice Browser (WB). At this point, which two actions does the WB take? (Choose two.)

A. The WB will check if a media server is set up or not.
B. The WB will drop the call.
C. The WB will ask the ICM script for instruction.
D. The comprehensive WB script will initiate an RTP session between the Ingress Gateway and an allocated WB
E. It invokes a comprehensive application in the Virtual Voice Browser.

**Answer:** CD
**Explanation:**
When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVP. This Label, along with a unique correlation ID, is delivered to CVP. The CVP delivers this string via SIP invite to the Virtual Voice Browser (VVB). At this point, the VVB will ask the ICM script for instruction, such as which VXML application to execute. When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVP. This Label, along with a unique correlation ID, is delivered to CVP. The CVP delivers this string via SIP invite to the Virtual Voice Browser (VVB). At this point, the comprehensive VVB script will initiate an RTP session between the Ingress Gateway and an allocated VVB, which will play prompts and collect digits from the caller.

**QUESTION 2**
Where must a Dialed Number be mapped within CCE?

A. Call Type, which in turn points to a scheduled Routing Script
B. Precision queue
C. Skill group
D. Media Server

**Answer:** A
**Explanation:**
A Dialed Number must be mapped within CCE to a Call Type, which in turn points to a scheduled Routing Script. This allows CCE to route calls based on the dialed number and apply different treatments and reports for different call types.

**QUESTION 3**
Which two nodes on the PCCE/UCCE script are responsible for routing calls to the VRU? (Choose two.)

A. Run VRU Node
B. Send to VXML
C. GS,Server,V
D. Send to VRU
E. CUCM

**Answer:** CD
**Explanation:**
According to the Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center

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Enterprise, Release 12.5 (1) and 12.5 (2), there are two types of script nodes that are responsible for routing calls to the VRU: Send to VRU Node and Translation Route to VRU Node. The Send to VRU Node instructs the routing client to send the call to the VRU associated with the call's dialed number or customer. The Translation Route to VRU Node instructs the routing client to send the call to a specific VRU by using a translation route label3. Both nodes use the GS,Server,V format for the label, where GS is the gateway selector, Server is the VRU name, and V is a variable that indicates whether the call is voice or non-voice. The other options are not correct, because they are either not script nodes or not related to routing calls to the VRU.

**QUESTION 4**
What is the first step for CCE to dynamically allocate a label?

A. The WB ermine 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.

**Answer:** C

**QUESTION 5**
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. AWDB
D. IDS
E. Finesse

**Answer:** BE
**Explanation:**
Agent PG/CTIServer is one of the components that help notify the CCE Router about the new status of an agent when it turns Ready, as it sends a Peripheral Monitor Message (PMM) with agent state information to the Router. Finesse is another component that help notify the CCE Router about the new status of an agent when it turns Ready, as it sends an HTTP request with agent state information to the CTIServer.

**QUESTION 6**
What are two default roles assigned to a supervisor imported from CCE DB? (Choose two.)

A. Value List Collection Designer
B. Agent Supervisor
C. Report Designer
D. Report Definition Designer
E. Dashboard Designer

**Answer:** BE
**Explanation:**
Agent Supervisor is one of the default roles assigned to a supervisor imported from CCE DB, as it allows the supervisor to view and manage agents and teams in Finesse. Dashboard Designer is another default role assigned to a supervisor imported from CCE DB, as it allows the supervisor

to create and edit dashboards in CUIC.

According to the Cisco Unified Intelligence Center User Guide, Release 12.6 (1), a supervisor imported from CCE DB is assigned two default roles: Agent Supervisor and Dashboard Designer. The Agent Supervisor role allows the user to view reports related to agents, teams, and skill groups. The Dashboard Designer role allows the user to create and edit dashboards that display reports in a graphical format1. The other options are not correct, because they are not default roles assigned to a supervisor imported from CCE DB. The Value List Collection Designer role allows the user to create and edit value list collections that define the values for report filters. The Report Designer role allows the user to create and edit custom reports using the Report Definition Editor. The Report Definition Designer role allows the user to create and edit report definitions that specify the data sources, fields, filters, and layouts for reports.

## QUESTION 7
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.

**Answer:** DE
**Explanation:**
According to the Cisco Unified Call Studio User Guide, Release 12.5 (1) and 12.5 (2), there are two types of elements in the Call Studio application that can collect caller response: Menu Element and Digits Element. The Menu Element captures a single digit from the caller and maps it to a menu option. The Digits Element captures a string of numerical digits from the caller and stores it in an element data variable. The other options are not correct, because they are either not elements in the Call Studio application or do not collect caller response as described. There is no Digital tone element or Digits element that captures a single digit in the Call Studio application.

## QUESTION 8
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

**Answer:** AD
**Explanation:**
Account Type is one of the usages for Call Studio Database lookup, as it allows the application to retrieve information about the caller's account from a database and provide different treatments based on the account type. Claim Number is another usage for Call Studio Database lookup, as it allows the application to validate the claim number entered by the caller against a database and provide confirmation or error messages accordingly.

## QUESTION 9
What are two ways a Database Action Element is configured in the Call Studio application? (Choose two.)

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A. JNDI name (include the jdbc/ portion]
B. CUCM Query
C. SQL Query
D. JNDI Context
E. SQL Type (Insert, Update. Single. Multiple]

**Answer:** AC
**Explanation:**
JNDI name (include the jdbc/ portion) is one of the ways a Database Action Element is configured in the Call Studio application, as it specifies the name of the data source that is configured in the VVB to access the database. SQL Query is another way a Database Action Element is configured in the Call Studio application, as it defines the SQL statement that is executed on the database to perform an operation or retrieve data.

**QUESTION 10**
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

**Answer:** B
**Explanation:**
The RTP is connected to the Ingress Gateway at different stages of the call, but only when the call is connected to an agent phone. This is because CVP uses a comprehensive call flow model that transfers the call from the VVB to the agent phone and establishes an RTP session between the Ingress Gateway and the agent phone.

**QUESTION 11**
What is a distinction between Packaged CCE and Unified CCE, specifically regarding call transfers?

A. CCE deployments support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller (NIC), but PCCE does not
B. Transfers that require Service Provider interaction via the NIC is supported by a PCCE Deployment in a 2K deployment model only.
C. PCCE deployments continue to support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller (NIC), but CCE does not.
D. Neither CCE nor PCCE deployments continue to support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller

**Answer:** B
**Explanation:**
A distinction between Packaged CCE and Unified CCE, specifically regarding call transfers, is that transfers that require Service Provider interaction via the NIC are supported by a PCCE Deployment in a 2K deployment model only. This means that PCCE can only support pre-routing call flows with NIC in a limited scale, while UCCE can support pre-routing call flows with NIC in any deployment model.

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