



**Free Questions for 500-443 by vceexamstest**

**Shared by Ward on 24-05-2024**

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# Question 1

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**Question Type:** MultipleChoice

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Which Routing Script logic helps to invoke the Post Call Survey successfully?

## Options:

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- A-** If the script completes after going to an Agent, the call is directed to the Post Call Survey dialed number.
- B-** To offer the PCS for all incoming DN's. there is no need to explicitly set the variable in the Main script. It is set to n by default.
- C-** If the script completes without going to an Agent, the call is directed to the Post Call Survey dialed number.
- D-** To offer the PCS for specific incoming DN's. the variable needs to be set in the Main script explicitly as n.

## Answer:

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A

## Explanation:

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According to the [Cisco Packaged Contact Center Enterprise Features Guide, Release 12.0 \(1\)](#), a Post Call Survey is triggered by the hang-up event from the last agent1. When the agent hangs up, the call routing script launches a survey script. The value of the

expanded call variable `user.microapp.isPostCallSurvey` controls whether the call is transferred to the Post Call Survey number. If `user.microapp.isPostCallSurvey` is set to `y` (the implied default), the call is transferred to the mapped post call survey number. If `user.microapp.isPostCallSurvey` is set to `n`, the call ends<sup>1</sup>. Therefore, to invoke the Post Call Survey successfully, the routing script logic should direct the call to the Post Call Survey dialed number after the agent disconnects from the caller. The other options are not correct, because they either do not involve an agent interaction or do not set the `user.microapp.isPostCallSurvey` variable correctly.

1: Cisco Packaged Contact Center Enterprise Features Guide, Release 12.0 (1) - Post Call Survey

## Question 2

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**Question Type:** MultipleChoice

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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?

### Options:

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- A-** Validate `usermicroapp-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.

**Answer:**

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A

## Question 3

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**Question Type:** MultipleChoice

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

**Options:**

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- 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.

**Answer:**

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A, D

**Explanation:**

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A) VXML Server and Virtual Voice Browser execute the VXML application to provide service to the caller. This is the core function of how Call Studio applications work. VXML (VoiceXML) defines the interaction, and the VXML Server, along with the Virtual Voice Browser, executes that code to interact with the caller.

D) The project is built using Call Studio. Call Studio is the development environment specifically designed to create and manage these VXML applications

## Question 4

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**Question Type:** MultipleChoice

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What are two descriptions for JNDI? (Choose two.)

### Options:

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- A- a method for querying and updating data in a database
- B- designed to be independent of any specific directory service implementation so a variety of directories can be accessed
- C- a script that provides call routing!
- D- an API that defines how a client may access a database
- E- an API that provides naming and directory functionality to applications

### Answer:

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B, E

### Explanation:

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JNDI is designed to be independent of any specific directory service implementation so a variety of directories can be accessed, such as LDAP, NDS, or DNS. E JNDI is an API that provides naming and directory functionality to applications, such as looking up objects by name, binding objects to names, and creating and destroying naming contexts. Reference = [Java Naming and Directory Interface (JNDI) Overview]

## Question 5

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**Question Type: MultipleChoice**

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What are two mandatory ICM AW configurations to get the PCS working properly? (Choose two.)

**Options:**

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- A-** Configure the Survey DN, CT and associate with the Survey routing script.
- B-** Set 'user.microapp.isPostCallSurvey' to y after either the label node or the Queue to Skillgroup/PQ node in the initial incoming DN routing script logic.
- C-** Set 'user.microapp.isPostCallSurvey' to n before either the label node or the Queue to Skillgroup/PQ node in the initial incoming DN routing script logic.
- D-** Create a new call type for Post Call Survey, map incoming dialed number to a survey dialed number pattern, and associates the survey dialed number patterns to the survey call type.
- E-** Create a new call type for Post Call Survey, map survey dialed number pattern to the incoming dialed number, and associate the incoming dialed number patterns to the survey call type.

**Answer:**

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A, D

**Question 6**

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**Question Type: MultipleChoice**

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What are two XML files that will be backed up when the Disaster Recovery System performs a cluster-level backup? (Choose two.)

**Options:**

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- A- drfSchedule.xml
- B- drfDevice.xml
- C- drfDeviceProfile.xml
- D- drfPlatform.xml
- E- drfSystem.xml

**Answer:**

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A, E

**Explanation:**

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drfSchedule.xml is one of the XML files that will be backed up when the Disaster Recovery System performs a cluster-level backup, as it contains the information about the backup schedules. E drfSystem.xml is another XML file that will be backed up when the Disaster Recovery System performs a cluster-level backup, as it contains the information about the system components and their dependencies. Reference = [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 12.5(1)], page 37



## Question 7

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**Question Type:** MultipleChoice

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

**Options:**

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A- GED-125

B- GED-155

C- GED-12.5

D- GED-256

**Answer:**

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B

**Explanation:**

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The protocol used by CVP to communicate to VRU PG is GED-155, which stands for Generic External Device Protocol version 155. GED-155 allows CVP to send and receive messages from VRU PG for call control and data exchange. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

## Question 8

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**Question Type:** MultipleChoice

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What are two core components of PCCE? (Choose two.)

### Options:

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- A- CVP Call/VXML Server
- B- Agent PG A and B side
- C- Cisco ECE Services Server
- D- CVP Reporting Server
- E- Cisco ECE Web server

**Answer:**

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A, B

**Explanation:**

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CVP Call/VXML Server is one of the core components of PCCE, as it provides voice response applications that can interact with callers, collect information, and queue calls for treatment by agents or other destinations. B Agent PG A and B side are another core components of PCCE, as they provide communication between CUCM and UCCE/PCCE components, such as Router, Logger, and CVP. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 9;Administering Advanced Cisco Contact Center Enterprise (CCEAA), page 3

## Question 9

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**Question Type:** MultipleChoice

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Which protocol is used by UCCE/PCCE to communicate with CUCM?

**Options:**

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A- IH323

B- TAP1

C- JTAPI

D- SIP

**Answer:**

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C

**Explanation:**

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The protocol used by UCCE/PCCE to communicate with CUCM is JTAPI, which stands for Java Telephony Application Programming Interface. JTAPI allows UCCE/PCCE to monitor and control agent phones and CTI ports on CUCM. Reference = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 10

## Question 10

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**Question Type:** MultipleChoice

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In PCCE 12k, what are two options to manage payloads? (Choose two.)

### Options:

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- 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

### Answer:

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D, E

### Explanation:

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ECC Variables where Custom payloads are added and new ECC Variables must be manually assigned to the appropriate payload is one of the options to manage payloads in PCCE 12k. E A default payload is created during the installation is another option to manage payloads in PCCE 12k. Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 24

## Question 11

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**Question Type:** MultipleChoice

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What are two ways to access UCCE/PCCE Servers? (Choose two.)

**Options:**

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- A- ICA
- B- Web browser to access Web Administration tool
- C- RAW
- D- Secure Shell (SSH)1
- E- Microsoft RDP

**Answer:**

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D, E

## Question 12

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**Question Type:** MultipleChoice

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What is the maximum bytes (Data + Variable name) per payload in a PCCE deployment?

**Options:**

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A- 2000

B- 2400

C- 2500

D- 4800

**Answer:**

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C

**Explanation:**

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The maximum bytes (Data + Variable name) per payload in a PCCE deployment is 2500 bytes. This is the limit imposed by the SIP protocol for the User to User Information (UUI) field that carries the ECC variables. Reference = [Cisco Unified Contact Center Enterprise Features Guide, Release 12.5(1)], page 23

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