



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

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 2

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

QUESTION 3

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 4

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 5

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.

Correct Answer: AB
