



500-443^{Q&As}

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(CCEAAR)

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QUESTION 1

Which ICM component delivers Route request to ICM Central Controller?

- A. VVB
- B. AW/HDS/DDS
- C. CUIC
- D. IVR/VRU PG

Correct Answer: C

QUESTION 2

ABC customer needs to have an External configure bridge for Mobile Agent agent greetings with an Average greeting time of 10 secs and a Mobile Agent call rate of 8 secs. What is the required number of conference bridge resources?

- A. 2
- B. 18
- C. 80
- D. 100

Correct Answer: A

QUESTION 3

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.

Correct Answer: CD



QUESTION 4

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 5

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

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