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Exam : **500-443**

Title : Advanced Administration and Reporting of Contact Center Enterprise

Vendor : Cisco

Version : DEMO

NO.1 Which two files are used to deploy Finesse custom gadgets? (Choose two.)

- A. Python
- B. CSS
- C. SON
- D. [JavaScript
- E. C++

Answer: B D

Explanation:

B One of the files used to deploy Finesse custom gadgets is CSS, as it defines the style and layout of the gadget. D Another file used to deploy Finesse custom gadgets is JavaScript, as it defines the functionality and logic of the gadget. References = [Cisco Finesse Developer Guide Release 12.5(1)], page 9 According to the web search results, Finesse gadgets are OpenSocial gadgets that consist of the following components12:

- * XML to define metadata
- * HTML for markup
- * JavaScript for interactivity
- * CSS for presentation and style

Therefore, to deploy Finesse custom gadgets, the files that are used are CSS and JavaScript, which are responsible for the appearance and functionality of the gadgets. The other options are not correct, because they are not components of OpenSocial gadgets. Python, JSON, and C++ are different programming languages that are not used to create Finesse custom gadgets.

NO.2 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 ig address
- B. point to CVP ip address
- C. point to IOS q/ws loopback address
- D. point to PG ip address
- E. point to AW/HDS/DDS ip address

Answer: B C

Explanation:

B One of the destination patterns in the ingress gateway pointing to the number a customer dials considering the SIP comprehensive call flow is pointing to CVP IP address, as this allows CVP to receive and process incoming calls from the ingress gateway. C Another destination pattern in the ingress gateway pointing to the number a customer dials considering the SIP comprehensive call flow is pointing to IOS q/ws loopback address, as this allows CVP to send calls back to the ingress gateway for queuing and self-service. References

= [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11

NO.3 Which ICM component delivers Route request to ICM Central Controller?

- A. WB
- B. AW/HDS/DDS
- C. CU1C

D. IVRA/RU PG

Answer: D

NO.4 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: A D

NO.5 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 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: A

NO.6 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:

B 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. References = [Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND), Release 12.5(1)], page 11