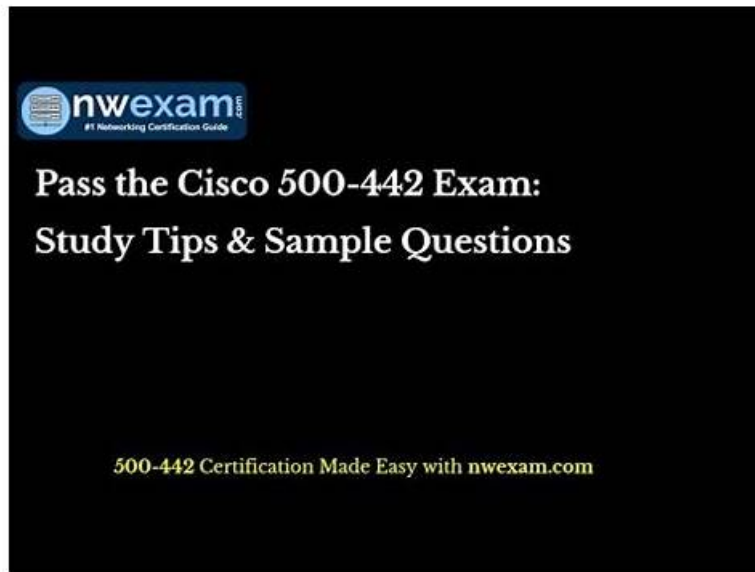


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Cisco Administering Cisco Contact Center Enterprise Sample Questions (Q16-Q21):

NEW QUESTION # 16

Apart from CVP Call Studio, what are two other components that have a role in the VXML application's functioning? (Choose two.)

- A. Media Server
- B. VRU PG
- C. Unified Communications Manager

- D. Finesse Server
- E. Voice Browser

Answer: A,E

Explanation:

Apart from CVP Call Studio, which is used to design and develop VXML applications, two other components that play a crucial role in the functioning of VXML applications are:
C. Media Server: This component stores and serves media files, such as audio prompts and music on hold, that are used by VXML applications during call interactions.
D. Voice Browser: Often referred to as the VXML Gateway in Cisco environments, the Voice Browser interprets and executes VXML documents, facilitating interaction between callers and the IVR system.
References: Detailed information on the architecture and components of VXML applications can be found in Cisco's documentation on Unified CVP and VXML Gateway.

NEW QUESTION # 17

Which two functionalities provide an Interactive Voice Response system (IVR) in a Contact Center environment? (Choose two.)

- A. TCP/IP connections through the network
- B. access a database and provide the caller with all the needed information to complete the transaction (Self Service)
- C. caller defines the reason for the call from several menu options
- D. reporting
- E. heartbeat mechanism between Contact Center components

Answer: B,C

Explanation:

An IVR (Interactive Voice Response) system enables automated telephony interaction between a caller and a computer system. In CCE, CVP and VVB together provide IVR capability through VXML applications that serve callers without requiring live agents.

Why the Correct Answer is Right: A is correct because self-service via database integration is a core IVR functionality-callers can check balances, make payments, or retrieve information without speaking to an agent. This is achieved by connecting IVR logic to backend databases. E is correct because menu-driven call routing (where callers press digits or speak to indicate their reason for calling) is the classic IVR function-it allows callers to self-classify their contact.

Why Each Incorrect Answer is Wrong: B is wrong because TCP/IP is network infrastructure-it enables IVR to function technically but is not itself an IVR functionality provided to callers. C is wrong because Reporting is provided by CUIC and the ADS/HDS layer-it is not an IVR functionality. D is wrong because Heartbeat mechanisms are internal system monitoring protocols between CCE components, not IVR functionalities provided to callers.

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NEW QUESTION # 18

How does Precision Queue allow callers to reach an Agent that is different from Skill groups?

- A. the number of calls the agent has taken
- B. the Weight of the attribute
- C. the agent with the Most Attributes
- D. Longest Available

Answer: B

Explanation:

Precision Queues in Cisco Contact Center solutions allow callers to reach agents based on attributes and proficiency ratings rather than just the skill group membership. The key differentiator is:
B. The Weight of the attribute: Precision Queues evaluate the attributes assigned to agents, such as language proficiency or product knowledge, along with their weights. Callers are then matched to agents based on these weighted attributes, allowing for more granified routing decisions compared to traditional skill group-based routing.
References: Cisco documentation on Contact Center routing and agent configuration explains the functionality of Precision Queues, including how attributes and their weights are used to match callers with the most suitable agents.

NEW QUESTION # 19

When is the IVR leg established in a CCE Call Flow?

- A. when CVP establishes an HTTP link with the VVB (or IOS VXML Gateway)
- B. when CVP establishes an HTTP link with the Media Server
- C. when the Ingress Gateway delivers a SIP invite message to the CVP server
- **D. when CVP establishes an HTTP link with the VXML Server**

Answer: D

NEW QUESTION # 20

In a CCE Call Flow, how does ICM respond to a CVP new Route Request?

- A. ICM sends an Agent Label, which prompts a command to CVP.
- B. ICM sends a VRU Label, which prompts a command to CVP
- C. ICM responds to the Route Request by running a Routing Script.
- **D. ICM responds to the Route Request by running an Administrative Script.**

Answer: D

NEW QUESTION # 21

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