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Exam : 642-161

Title : IP Contact Center Express

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QUESTION 1

In the Cisco CRS Editor, which 'window' provides a workspace for application step assembly?

- A. Palette window
- B. Design window
- C. Variable window
- D. Message window

Answer: B

The CRS Application Editor window is divided in four sections:

1. Palette Area: The area where steps reside and are selected and drug over to the Design Area to place in the flow of the script logic.
 2. Design Area: Where step icons are assembled into a logic flow.
 3. Variable Window: Where variables are defined and modified
 4. Message Window: Where debug and error messages appear
-

QUESTION 2

Which statement is true about the default script field when adding an application?

- A. When a caller does not enter a choice in a Menu step, it will execute the default script.
- B. Any problems running the configured script will cause the default script to be executed.
- C. When the caller enters a digit in the Menu steps that is not defined, the default script will be executed.
- D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Answer: B

Default Script: Script that will be executed in case there is problem running the configured script for the application.

QUESTION 3

For what is the Flush Input Buffer variable prompt of the Input tab of the Menu step used?

- A. to release memory held by the prompt variable
- B. to clear the value of the menu choice before the prompt is played
- C. to prevent the previous value from being used again on the menu choice
- D. to prevent the caller from entering a menu choice before the prompt has played

Answer: B

Flush Input Buffer

Boolean - if the expression evaluates to true, the input buffer is cleared before playing the prompt. The default is true. However, if you want to save all DTMF keys entered before

this step executes, set this value to false.

QUESTION 4

Which step must be executed before an email can be sent?

- A. Send Email
- B. Attach Email
- C. Create Email
- D. Delete Email

Answer: C

There are three steps to create and send an email message:

1. Use the Create eMail step to begin an email message. In Create eMail, you generate the subject and body of the email.
 2. After creating the email, you can optionally attach files to it (using the Attach To eMail step)
 3. Then send the message (using the Send eMail step)
-

QUESTION 5

Which three are steps in adding a CRS application? Select three.

- A. create a trigger
- B. create an application
- C. restart the CRS engine
- D. upload script to repository
- E. configure Default Session Timeout

Answer: A, B, D

The given answer tells how to create a script, instead of an application. "We configure the Script Application in two parts... Create Cisco Script Application..." specifying the script name (so you need to create such script beforehand). Afterwards you need to "add JTAPI Trigger for This Application". So, the correct answers are A, B and D. (page 3-62 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004).

QUESTION 6

What are two ways a call can be documented as abandoned? Select two.

- A. The agent hangs up on the caller.
- B. The caller hangs up before reaching an agent.
- C. The error in workflow causes the caller to be dropped.
- D. The caller hangs up after reaching a session-handled step.
- E. The caller hangs up before reaching a session-handled step.

Answer: B, E

Abandoned Call Detail Activity - Contains information about calls that are abandoned.

For

ICD calls, a call is abandoned if it is not answered by an agent or if the caller hangs up or is

disconnected. For IVR calls, a call is abandoned if it does not get past the workflow step that sets the handle flag. If a call has more than one leg that is abandoned, each abandoned

leg is displayed in this report.

QUESTION 7

How do you make a CTI route point available as a JTAPI trigger in the CRS server?

- A. You forward it to a CTI port
- B. It must be associated to the JTAPI User ID in the Call Manager
- C. The port must be associated the RMJTAPI User ID in the Call Manager
- D. The port must be associated to both the RMJTAPI and JTAPI provider's User ID in the Call Manager

Answer: B

Check the boxes to associate jtapi with the new CTI Devices.

QUESTION 8

Where do the license key files get loaded for the ASR function?

- A. on the CRS Server
- B. only on the ASR Server
- C. on the CallManager Server
- D. on the CRS Server and the ASR Server

Answer: A

C:\CRALicense

QUESTION 9

Which two are functions of the CRS engine? Select two.

- A. It parses email.
- B. It writes XML data to a web page
- C. It hosts a workflow script debugging session
- D. It performs reads and writes with a ODBC complaint databases.

Answer: C, D

C: The scripts are executed on the CRS engine, it rules the debugging of such scripts. (page 2-17 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student

Guide. Copyright 2004).

Not A: The CRS engine can send e-mails creating the subject and body, but can not parse them.

Note:

The following are the supported subsystems in the CRS engine.

* JTAPI: Manages the connection between Cisco CallManager's CTI Manager and the

CRS Engine.

* ICD: Allows Cisco Cisco IPCC Express to monitor agent phones, control agent states, and route and queue calls.

* Database: Handles the connections between the CRS server and the enterprise databases.

* HTTP: Adds components to the CRS Engine that allow it to respond to HTTP requests.

* EMail: Adds components to the CRS Engine that allow it to send e-mail

* ICM: Manages the connection between the application server and Cisco Intelligent

Contact Manager (Cisco ICM). The ICM subsystem is only used if Cisco IP IVR is deployed with Cisco IP Contact Center (which includes Cisco ICM).

* Nuance Automatic Speech Recognition: This subsystem allows a script to respond to voice responses, as well as DTMF input from contacts received.

* Nuance Text-To-Speech: This subsystem allows a script to compose dynamic voice responses to real-time events.

* Cisco Media: Configures the Cisco Media Termination (CMT) dialog control groups. The CMT groups are used to handle simple DTMF based dialog interactions with customers.

QUESTION 10

The JTAPI provider id the IP address of the _____

- A. publisher
- B. CRS Server
- C. CallManager
- D. CTI Manager

Answer: C

The JTAPI Provider is the CallManager that provides telephony services for these applications.

A JTAPI link is established between the CallManager software and the CRS software to communicate call control and call status information.

This step is required to allow the CRS to log into the CallManager using the JTAPI user information we previously configured on the CallManager. This is why the CallManager is configured first.

Access this page from the main menu, Subsystems -> JTAPI.

?JTAPI provider:ip address or hostname of the manager machin.if you have multiple

Call Managers, separate each one with a space.

?User ID:ID of the user defined in call manager to whom the route point and CTI Ports in

the system are associated. In our case, the user is "jtapi".

?password:user password,in our case"jtapi"

QUESTION 11

Which step libraries does the license for ICD standard include?

- A. ICM steps
- B. Email steps
- C. Media steps
- D. Database steps

Answer: C

Email and Database are not included in the standard package.

ICM: Manages the connection between the application server and Cisco Intelligent Contact Manager (Cisco ICM). The ICM subsystem is only used if Cisco IP IVR is deployed with Cisco IP Contact Center (which includes Cisco ICM).

QUESTION 12

How do you add a CTI port from the CallManager Administration Menu?

- A. Choose Device> Add a CTI PORT
- B. Choose Device> Add a CTI route point
- C. Choose Device>Add a New Device> CTI port
- D. Choose Device> Add a New Device>Phone>CTI port

Answer: D

QUESTION 13

What CRS server configuration enables the CRS Server to fail over to a secondary CallManager when the primary CallManager fails?

- A. The LDAP Directory must have a secondary profile configured.
- B. No special configuration is required. CallManager maintains the failover
- C. There must be a second JTAPI user configured with an alternate range of CTI ports
- D. The CRS Server's JTAPI Provider must be configured with the secondary CallManager's IP address following the primaries.

Answer: D

Cisco IPCC Express is not fully redundant. It is currently based on single -server platform

architecture. Calls are processed and handled through Cisco IPCC Express and are not mirrored to a backup server. If the Cisco IPCC Express server fails, any calls in queue, any calls being routed, or calls being processed via the IVR are dropped. However, any calls that have been previously connected to an agent or forwarded out of the Cisco IPCC Express server are maintained via the inherent nature of IP streaming. With regard to redundancy, Cisco IPCC Express does have Cisco CallManager failover in the case of Cisco CallManager failure via the redundant JTAPI interface.

QUESTION 14

If a DB Get is done after a DB Read that returns 0rows, which branch of the DB Get step will be executed?

- A. No Data
- B. Timeout
- C. SQL Error
- D. Successful

Answer: A

QUESTION 15

Who can access Historical Reports?

- A. ICD Agents with the proper Skill assigned
- B. Supervisors with Agents configured in a Team
- C. Call Center MANAGERS WITH administrator Privileges
- D. Call Manager users with CRS Historical Privileges defined

Answer: D

The necessary step is adding such user in the CRS to the "Historical Reports" section. (page 17-12 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004).

Not C: It is not necessary the user have administrator privileges, because a "supervisor" can access to the historical reports as well.

QUESTION 16

What is the purpose of inserting a breakpoint in a work flow?

- A. to stop execution of a workflow to allow user input
- B. to stop execution of a workflow for debugging purposes
- C. to allow callers to make different choices in the workflow
- D. to save the contents of work flow variables during execution for debugging and log

review.

Answer: B

You can insert, enable, disable and clear breakpoints using the Debug drop-down menu or toolbar debug icons for both event and non-event application debugging. Breakpoints allow you to stop the execution of your application at a certain point allowing you to step through the application from that point. This allows you to see the values of your variables change in the Variable window as you execute each step.

QUESTION 17

Which CRS subsystem manages the connection between CallMANAGER'S cti manager and the CRS engine?

- A. Media subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: B

The CRS Engine uses JTAPI to request and receive services from the Computer Telephony Interface (CTI) manager that controls Cisco CallManager clusters. The Cisco CRS Engine is implemented as a Windows service that supports multiple product applications such as IP IVR and IPCC Express.

QUESTION 18

Which two steps perform logical operations?

- A. Goto
- B. If step
- C. Switch step
- D. Call Subflow

Answer: B, C

QUESTION 19

Which subsystem needs to be configured before JTAPI trigger can be set to receive exclusively non-asr calls?

- A. ICD
- B. Database

- C. Cisco Media
- D. Nuance ASR

Answer: C

In order to CSR can handle calls without using ASR, you must configure "Cisco Media Termination groups". Using these groups allows the user to "move" among menus with DTMF instead of voice.

(http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_administration_guide_chapter09186a0080)

QUESTION 20

How many line can be assigned to a CTI port that is being controlled by a CRS Server's JTAPI user?

- A. 1
- B. 3
- C. 4
- D. no limit

Answer: A

QUESTION 21

Which steps can be used to create a prompt that consists of multiple prompts that can be played back in a specific sequence?

- A. create language prompt
- B. create container prompt
- C. create generated prompt
- D. create conditional prompt.

Answer: B

The Container Prompt step allows you to combine multiple prompts into a larger prompt. There are three types of container prompts, Concatenated Prompt, Escalating Prompt, and Random Prompt.

QUESTION 22

What happens if the PC that has the Historical Reporting client loaded id off during the time a scheduled report should run?

- A. The HRC on the P will delete the scheduled report request
- B. The reports will not be generated until the HRC on the PC is rest
- C. The HRC on the PC will wait until the next scheduled report period to run the reports.
- D. When the HRC on the PC is re-started, it will prompt the user to run all missed reports automatically.

Answer: D

QUESTION 23

Where are the prompt folders configured?

- A. System Parameters
- B. Engine Configuration
- C. Cisco Media subsystem
- D. Application Configuration

Answer: A

QUESTION 24

The Cisco CRS Server must be configured to communicate and interoperate with the Cisco CallManager. Which two must be configured on the Cisco CRS Server?

- A. Repository MANAGER to load applications
- B. JTAPI subsystem with the CTI port group
- C. Database subsystem communication with LDAP directory
- D. JTAPI subsystem with the user created in Cisco CallManager

Answer: B, D

QUESTION 25

Which two devices does the JTAPI subsystem monitor?

- A. CTI ports
- B. Gateways
- C. CRS Server
- D. Agent phones
- E. CTI route point

Answer: A, E

QUESTION 26

What is CRS server capability that the HTTP subsystem extends?

- A. mapping a URL to send an email
- B. connecting to a enterprise database
- C. invoking CRS Editor steps to select agents
- D. mapping a URL to invoke a CRS engine script

Answer: D

The HTTP Trigger is the relative URL to be entered by the client application to start the application script. For example, the following URL would start the application script "Hello"

on a web server running on port 8080 with the host name ciscoclass.com:

<http://www.ciscoclass.com:8080/hello>

The trigger name is "/hello" and is case sensitive.

HTTP Application Triggers

1. Application Uploaded to CRA Repository
 2. Example HTTP Trigger URL:
 3. <http://www.ciscoclass.com:8080/hello>
 4. Trigger Name is "/hello", case sensitive
-

QUESTION 27

What happens if an attachment document cannot be found by the CRS application when the attach to E-Mail step executes?

- A. The E-Mail is sent without the attachment
- B. An error email is sent to the Administrator
- C. The steps under the "Failure' branch are executed.
- D. The rest of the E-Mail steps are ignored in the script

Answer: C

QUESTION 28

Which two does CRS service ability support? Select two.

- A. email notification
- B. pager notification
- C. CiscoWork 2000
- D. Syslog error reporting

Answer: C, D

Reference:

http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/products_administration_guide_chapte

QUESTION 29

When does an agent get an option to chat with another agent?

- A. anytime
- B. only during an Xfer scenario
- C. only during a conference scenario
- D. when both agents are not in ready state

Answer: C

QUESTION 30

Which combination of steps would you use to move a call that is currently queued for one CSQ to another CSQ?

- A. Select Resource step followed by a Connect step

- B. Dequeue steps followed by a select resource step
- C. Terminate step followed by a select resource step
- D. Set priority step followed by a select resource step

Answer: B

QUESTION 31

What is the main function of the CRS Editor?

- A. manages the CRS server
- B. creates CRS engine reports
- C. creates flows for the CRS engine
- D. remotely manages the LDAP Directory

Answer: C

QUESTION 32

Which step must be executed before a DB Get step?

- A. Accept
- B. DB Read
- C. DB Write
- D. DB Release

Answer: B

After getting data from a database, releasing the dedicated resources is needed. (page 7-22 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 33

What is the backup file name for the historical reporting data for the CRS?

- A. MCS.sti
- B. CRS.sti
- C. MCS.bak
- D. CRS.bak

Answer: A

Backup File Name is: Mcs.sti or Mcs.tar
(tape)

QUESTION 34

To launch a triggered debug session, what is the external trigger?

- A. system reboot
- B. saving the Application Editor file

- C. a phone call to the proper CTI port
- D. a phone call to the proper CTI route point

Answer: D

QUESTION 35

Why would you use the Create Java Object steps?

- A. to execute a specified method of a Java class
- B. to instantiate a variable or object of a custom Java class
- C. to allow for arguments to be passed to a specified method
- D. to create an object for the purpose of executing methods on a remote computer

Answer: B

QUESTION 36

Which two steps are designed to collect user entered digits in a variable for later processing?

- A. Menu
- B. Get Digit String
- C. Get Call Contact info
- D. Extended Get Digit String

Answer: B, D

QUESTION 37

In configuring the ODBC Data Source for the Database subsystem, to what should the client configuration be set?

- A. TCP/IP
- B. Multiprotocol
- C. Named Pipes
- D. NWLink IP/SPX

Answer: A

QUESTION 38

Which step can be used to trap runtime script errors and recover gracefully?

- A. Set
- B. Call Subflow
- C. On Exception Goto
- D. Get Reporting Statistic

Answer: C

QUESTION 39

Which four features are available only to ICD Enhanced?

- A. workstate
- B. auto-available
- C. priority queuing
- D. historical reporting
- E. competence levels
- F. skills-based routing
- G. script access to real-time statistics

Answer: A, C, E, F

QUESTION 40

When creating a TTS prompt, the CRS script _____

- A. can select if the voice spoken in male or female
- B. must only use the default gender for the CRS server
- C. must only use the default language for the CRS server
- D. can select a language for the prompt other than the default language

Answer: A

QUESTION 41

In the Cisco Telephony architecture, what is the purpose of the Cisco CallManager?

- A. connects the enterprise IP Telephony network to the PSTN
- B. stores configuration information and application scripts for CRS
- C. provides basic services for Voice over IP, and manages gateway
- D. allows designers to create modify and debug CRS Application script

Answer: C

QUESTION 42

Which CRS subsystem uses the RMJTAPI user to monitor agent states and to route and queue calls?

- A. ICD subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: A

QUESTION 43

The Call Redirect step sends a caller to a device that does not answer. Which branch of the step is executed?

- A. Busy
- B. Invalid
- C. Successful
- D. Unsuccessful

Answer: D

When redirecting a call, the destination does not answer, the "Unsuccessful" branch is executed. Thus, the correct answer is D. (page 9-8 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004).

QUESTION 44

In which call scenario can a supervisor barge in?

- A. any call an agent is on
- B. an ICD call being handled by an agent
- C. an ICD call that an agent has put on hold
- D. an agent in a conference with another agent and a caller

Answer: A

QUESTION 45

When using the Recording step, the recorded audio is stored in which type of variable?

- A. String
- B. Prompt
- C. Character
- D. Document

Answer: D

QUESTION 46

Which CRS subsystem conveys call control messages to CallManager?

- A. ICD subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: B

QUESTION 47

A supervisor can intercept in which call scenario?

- A. any call an agent is on
- B. an ICD call that is in queue
- C. an ICD call which an agent puts on hold
- D. a direct ICD call being handled by an agent

Answer: A

QUESTION 48

In a workflow, if using the Set Enterprise Server Data step, it must come after what step?

- A. Set Priority
- B. Get Contact Info
- C. Select Resource
- D. Get Enterprise Data

Answer: C

QUESTION 49

Which two are capabilities of the Cisco CRS engine?

- A. acts as voicemail system
- B. acts as call queuing engine
- C. runs applications that can determine where to route calls
- D. provides failover and redundancy to the telephony system

Answer: B, C

QUESTION 50

Which two steps check out a database connection from the connection pool?

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Answer: B, C

QUESTION 51

In order for agent to receive calls for a non-skills-based routing CSQ, they must be assigned to a _____

- A. skills group

- B. hunting pilot
- C. resource group
- D. skills group with a competency level of 0

Answer: C

QUESTION 52

Historical Reports for CRS are accessed with _____

- A. Historical Reporting Client
- B. Historical Reporting Applet
- C. Cisco Agent Desktop Application
- D. Web Page Link from Call Manager
- E. Web Page Link from Historical Reporting Server

Answer: A

QUESTION 53

In the Cisco IP Telephony architecture, how do the Cisco CallManager and Cisco CRS IVR communicate?

- A. via LDAP
- B. via HTTP
- C. via CTI link
- D. via JTAPI link

Answer: D

QUESTION 54

Which three users require CTI use enabled?

- A. JTAPI
- B. RMJTAPI
- C. ICD agent
- D. Internal callers
- E. External callers

Answer: A, B, C

QUESTION 55

Which four features are available only to ICD Enhanced?

- A. barge-in
- B. workstate
- C. recording
- D. silent monitor

- E. auto-available
- F. realtime statistics reporting
- G. script access to real-time statistics

Answer: A, B, C, D

QUESTION 56

What must be done before a supervisor can use the full features of the Cisco Supervisor Desktop?

- A. install Realtime Reporting client
- B. install Historical Reporting client
- C. log on an ICD agent (non-supervisor)
- D. configure a team via Cisco Desktop Administrator
- E. install and execute Cisco Agent Desktop for the supervisor

Answer: E

QUESTION 57

Which CRS subsystem provides common service for applications that do not use telephony services?

- A. ICD subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: D

QUESTION 58

If the Call Redirect step sends a caller to a device that does not exist in the Call Manager , which branch of the step is executed?

- A. Busy
- B. Invalid
- C. Successful
- D. Unsuccessful

Answer: B

QUESTION 59

In a CCM configuration, what must be done in order for an agent to function correctly? Select two.

- A. The agent's user ID should have CTI enabled.
- B. The agent's password must be set the same as the user ID.

- C. The agent's device must be associated to the JTAPI provider's user ID.
- D. The agent's device must be associated to the RM JTAPI provider's user ID.
- E. The JTAPI provider's CTI ports must be associated to the RM JTAPI provider's user ID

Answer: A, D

QUESTION 60

What type of transfer does the Call Redirect step perform?

- A. Call Pickup
- B. Conference
- C. Blind Transfer
- D. Consult transfer

Answer: C

QUESTION 61

What time frame can Real Time CRS Reports span?

- A. last half hour
- B. last five minutes
- C. current information only
- D. current information since midnight

Answer: C

QUESTION 62

Which step allows the CRS Server to play back text as speech?

- A. Create TTS prompt
- B. Create File Document
- C. Create ASR Document
- D. Create Container prompt

Answer: A

QUESTION 63

In the Cisco IP Telephone architecture, what is the purpose of the Gateway?

- A. Connect the enterprise IP Telephony network to the PSTN
- B. Stores configuration information and application scripts for CRS
- C. Provides basic services for Voice over IP and manages gateways
- D. Allows designers to create, modify, and debug CRS Application scripts.

Answer: A

QUESTION 64

Which step must be executed before an e-mail can be sent?

- A. send email
- B. attach email
- C. create email
- D. delete email

Answer: C

Before sending an e-mail you must create it.

QUESTION 65

In the Cisco IP Telephony architecture, what is the purpose of the Cisco Supervisor Desktop software?

- A. Monitors CRS applications and all contact activity.
- B. Allows for silent monitoring and recording of ICD calls in process.
- C. Allows for customization of screen pop information and call workflows.
- D. Allows ICD supervisors to re-skill ICS agents and change skill competencies.

Answer: B

The Supervisor software can silently monitor calls, as well as record them. The skills can not be changed with just this application. The right answer is B. (page 15-39 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004).

QUESTION 66

How do you back up the LDAP database?

- A. Copy the file C:\Program Files\WFWID\LDAP.DAT to a floppy.
- B. Use the IP Telephony Application Backup Utility on the CRS Server.
- C. Copy the file C:\Program Files\WFAWID\LDAP.DAT to a TFTP Server.
- D. Use the IP Telephony Application Backup Utility on the CallManager Server.

Answer: D

If your call manager is integrated with iPlanet LDAP or Active Directory then those get backed up with your regular windows backups. But with the Cisco's DC Directory, this directory is backed up from the BARS tool running on the call manager.

The CiscoIP Telephony Applications Backup Utility supports the following applications:

1. Cisco CallManager
2. Cisco Customer Response Solutions (CRS)
3. Cisco CDR Analysis and Reporting (CAR)
4. Cisco Emergency Responder

QUESTION 67

In the Cisco IP Telephony architecture, what is the purpose of the Cisco Voice Gateway?

- A. Connects the enterprise IP Telephony network to the PSTN.
- B. Stores configuration information and application scripts for CRS.
- C. Provides basic services for Voice over IP, and manages gateways.
- D. Allows designers to create, modify, and debug CRS Application scripts.

Answer: A

QUESTION 68

What information does the "show" command provide?

- A. CRS configuration data.
- B. CRS system IP address only.
- C. Application running on CRS.
- D. CRS memory statistics and Windows diagnostics information.

Answer: D

CRS has a command SHOW in DOS Prompt, that can take various arguments.

Important "show win" will show Windows Diagnostic information "show tech" will show all CRS installed modules.

QUESTION 69

In the Cisco IP Telephony architecture, what is the purpose of the Cisco CRS Server?

- A. Hosts the CRS engine.
- B. Connects the enterprise IP Telephony network to the PSTN.
- C. Stores configuration information and application scripts for CRS.
- D. Provides basic services for Voice over IP, and manages gateways.

Answer: A

QUESTION 70

Which three JTAPI call states are controlled by the caller and/or CRS application?
(Choose three)

- A. Rejected
- B. Received
- C. Accepted
- D. Transferred
- E. Abandoned
- F. Disconnected

Answer: D, E, F

QUESTION 71

What CRS Server configuration enabled the CRS Server to fail over to a secondary CallManager when the primary CallManager fails?

- A. The LDAP Directory must have a secondary profile configured.
- B. No special configuration is required. CallManager maintains the failover.
- C. There must be a second JTAPI user configured with an alternate range of CTI ports.
- D. The CRS Server's JTAPI Provider must be configured with the secondary CallManager's IP address following the primaries.

Answer: D

The JTAPI provider must be configured with the backup Call Manager server as a secondary IP. The right answer is D. ("IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004).

QUESTION 72

Which statement is true about email address used in the email subsystem config page?

- A. If no address is specified in the send email step , it will use the default
- B. All send email step can automatically sent as a bind CC to the default
- C. Alarms that are generated by the CRS server are automatically sent to it
- D. If no email contact is specified in the create email step , the default is use

Answer: A

QUESTION 73

How do you create and deploy an application?

- A. assign trigger only
- B. add application only
- C. add application and then assign trigger
- D. assign trigger and then add application

Answer: C

Two steps are necessary for creating an application: defining it and assigning a trigger. Thus, C is the correct. (page 3-62 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004).

QUESTION 74

Which three export formats are supported in Historical Reporting? (Choose three)

- A. PDF
- B. XML

- C. CSV
- D. DOC
- E. Word
- F. Excel

Answer: A, B, C

QUESTION 75

What are two ways a call can be documented as abandoned? (Choose two)

- A. The agent hangs up on the caller.
- B. The caller hangs up before reaching an agent.
- C. The error in workflow causes the caller to be dropped.
- D. The caller hangs up after reaching a session-handled step.
- E. The caller hangs up before reaching a session-handled step.

Answer: B, E

One call is "abandoned" when it does not reach the "handled" state. Right answers are B and E, as stated by another question-reply in topic 1.

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_chapter09186a008015

QUESTION 76

What is a CRS Server capability that the HTTP subsystem extends?

- A. Mapping a URL to send an email.
- B. Connecting to an enterprise database.
- C. Invoking CRS Editor steps to select agents.
- D. Mapping a URL to invoke a CRS engine script.

Answer: D

QUESTION 77

Which two activities must occur before using a custom Java object? (Choose two)

- A. Execute the Get Session info step.
- B. Execute the Set Java Property step.
- C. Execute the Create Java Object step.
- D. Place the path to the class in classpath.

Answer: C, D

To build more advanced applications, you can write other Java variable types that are not represented by a built-in type. Use the Variable pane to declare a variable using the Java classes in your computer CLASSPATH

Reference:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_programming_reference_guide_chapter091

QUESTION 78

On the Prompt tab of the Menu Input step, what does the Barge in selection do?

- A. Allows a subflow to be triggered.
- B. Allows a supervisor to barge in to the call during the menu step.
- C. Allows an agent to listen to the caller during their menu selection.
- D. Allows the caller to interrupt the prompt and press the available menu keys?

Answer: D

QUESTION 79

When is the Timeout branch of the Get Digit String step executed?

- A. When the caller does not enter the number of digits defined in Input Length.
- B. When any of the defined timeouts occur the number of times defined in Retries.
- C. When the caller does not enter any digits before the initial timeout value expires.
- D. When the caller hits the Terminate key before entering the number of digits defined in Input Length.

Answer: B

QUESTION 80

What does the CRS Server's TTS feature do?

- A. It enables the CRS Server to recognize speech.
- B. It enables the CRS Server to convert speech to text.
- C. It enabled the CRS server to play the text from a string or document as speech.
- D. It enables the CRS Server to play back the text from a string or document as speech using the Vocalizer TTS application.

Answer: D

QUESTION 81

How are the CRS License Keys obtained for the CRS Server?

- A. They are listed on the CCO website.
- B. They are emailed to the customer upon registration of the software.
- C. They are pre-printed in the CRS release notes and printed manuals.
- D. They are included on the CD that ships to the customer for the CRS.

Answer: B

QUESTION 82

The CTI port group is configured under which subsystem?

- A. ICD
- B. CMT
- C. JTAPI
- D. Application

Answer: C

CTI port groups are configured under the JTAPI subsystem.

Page 3-57 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004.

QUESTION 83

Which is the first component to be configured after initial installation of CRS?

- A. Directory
- B. Localization
- C. ICD subsystem
- D. JTAPI subsystem

Answer: A

QUESTION 84

Where do you add a JTAPI Call Control Group to CRS?

- A. Cisco Media
- B. Nuance ASR
- C. CTI Port Group
- D. System Parameters

Answer: C

QUESTION 85

What does the Email subsystem show In-Service?

- A. When the engine is running.
- B. When the JTAPI subsystem is In-Service.
- C. When the engine is running and the default email address is correctly set.
- D. When the email server is correctly configured and accessible from the CRS Server.

Answer: C

QUESTION 86

What should the configured value be for the maximum number of media channels?

- A. This should be set to the number of licenses ports.
- B. It should be the largest number that the system will allow.
- C. This should be set to two times the number of licensed ports.
- D. It should be the portion of licensed IVR ports to which you want this group to have access.

Answer: D

Supposing the question refers to the maximum number of channels configured for a "Cisco Media Termination" CMT group, it must be set to the portion of voice ports one wants to

associate to such port:if it exceeds licenses, new calls are aborted the right answer may be D.

(http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_tech_note09186a008017b1ee.shtml)

QUESTION 87

Which subsystem needs to be configured before JTAPI triggers can be set to receive exclusively non-asr calls?

- A. ICD
- B. Database
- C. Cisco Media
- D. Nuance ASR

Answer: C

ICD "allows Cisco IPCC Express to monitor agent phones, control agent states, and route and queue calls", but for handling "simple DTMF based dialog interactions with customers" one needs to set up the "Cisco Media Termination" subsystem. Thus, the correct answer is C. (page 2-18 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 88

CTI route points must be controlled by which CallManager user?

- A. JTAPI
- B. Agent
- C. RMJTAPI
- D. Supervisor

Answer: A

The route points are controlled by the JTAPI user. A is the right answer.

(http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_administration_guide_chapter09186a0080)

QUESTION 89

How do you debug an application with an Accept step?

- A. Select Start from the Debug Pull Down, then call the trigger.
- B. Select Step Over from the Debug pull down, then call the trigger.
- C. Call the trigger, and when the workflow answers, select Start from the Debug pull down.
- D. Select Reactive Application, then call the trigger and press F10 to step through the workflow.

Answer: E

You can't specifically debug an application, only scripts can be debugged.
screenshot from CRS editor 3.5.3:

QUESTION 90

Which CRS Subsystem manages the connection between callmanagers CTI manager and the CRS engine.

- A. Media subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: B

QUESTION 91

What are two ways a call can be documented as abandoned?

- A. The agent hangs up on the caller.
- B. The caller hangs up before reaching an agent.
- C. The error in workflow causes the call to be dropped.
- D. The caller hangs up after reaching a session-handled step.
- E. The caller hangs up before reaching a session-handled step.

Answer: B,E

One call is "abandoned" when it does not reach the "handled" state. Right answers are B and E, as stated by another question-reply in topic 1.

(http://www.cisco.com/en/US/products/sw/voicew/sw556/products_administration_guide_chapter09186a008015)

QUESTION 92

In the Cisco IP telephony architecture, what is a purpose of the Cisco supervisor Desktop software?

- A. Monitors CRS applications and all contacts activity.
- B. Allows for silent monitoring and recording of ICD calls in process.
- C. Allows for customization of screen pop information and call workflows.
- D. Allows ICD supervisor to reskill ICD agents, and change skill competencies.

Answer: B

The Supervisor software can silently monitor calls, as well as record them. The skills can not be changed with just this application. The right answer is B. (page 15-39 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004).

QUESTION 93

How do you back up the LDAP database?

- A. Copy the file c:\program files\WFAWIT\LDAP.dat to a floppy.
- B. Use the IP telephony application back up utility on the CRS server.
- C. Copy the file C:\program files\wfawit\LDAP.dat to a TFTP server.
- D. Use the ip telephony applications backup utility on the callmanager server.

Answer: D

."Although any server in the Cisco CallManager cluster can act as the backup server, Cisco recommends that you designate the publisher database server as the backup is the correct reply.

(http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_installation_guide_chapter09186a00801ebee)

QUESTION 94

Which CRS subsystem manages the connection between the application server and speech files?

- A. Media subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: D

QUESTION 95

In the Cisco IP Telephony architecture, how do the Cisco CallManager and Cisco CRS IVR communicate?

- A. Via LDAP
- B. Via HTTP
- C. Via CTI link
- D. Via JTAPI link

Answer: D

QUESTION 96

Which CRS subsystem provides common service for applications that do not use

telephony services?

- A. ICD subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: C

QUESTION 97

Which three are used by the CRS engine to interact with external system components? (Choose three)

- A. CTI
- B. TAPI
- C. SLDC
- D. ODBC
- E. JTAPI

Answer: A, D, E

"jtapi" is the correct instead of "TAPI"; "ODBC" is for connecting CRA with databases. (page 2-18 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 98

Which three JTAPI call states are controlled by the CRS system for each call? (Choose three)

- A. Rejected
- B. Received
- C. Accepted
- D. Answered
- E. Transferred
- F. Disconnected

Answer: A, B, C

QUESTION 99

If _____ process goes out of service, the CRS Server will fall over.

- A. The active CTI Manager
- B. Any of the CTI Manager
- C. The primary CCM's ccm.exe
- D. The primary CCM's CTI Manager

Answer: A

QUESTION 100

Which CRS subsystem handles connections between the application server and the enterprise databases?

- A. Media subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: C

QUESTION 101

In order to configure the CRS server, what must be done on the CallManager server? Select all that apply.

- A. Nothing unless a co-resident install has been performed
- B. Associate CTI Ports and Route Points to the LDAP user
- C. Create a CallManager LDAP User
- D. Add CTI Route Points
- E. ICM Extension must be added to Agent Phones
- F. Add CTI Ports

Answer: B, C, D, F

D and F are correct. B and C would be right too only if JTAPI appears in lieu of LDAP. This is only a comment, pointing out the question is badly stated. (page 3-29 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 102

What are the three Cisco Media channel types?

- A. ASR
- B. None
- C. TTS
- D. CMT
- E. CTM

Answer: A, C, D

In our opinion, A, C and D are correct. You can find it at

"http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_administration_guide_chapter09186a0080

following "The CRA system uses the following media resources to provide interactive services for calls".

QUESTION 103

Where does one add the CTI Route Points?

- A. In CallManager Administrator under Device -> CTI Port
- B. In CRS Administrator under Device -> Phone
- C. In CallManager Administrator under Device -> CTI Route Point
- D. In CallManager Administrator under Device -> Phone
- E. In CRS Administrator under Subsystem -> CTI

Answer: C

QUESTION 104

One can use the License Tool (Start -> Programs -> Cisco CRS Administrator -> License Update Utility) to add an additional language to the CRS server.

- A. TRUE
- B. FALSE

Answer: B

QUESTION 105

Name four CRS subsystems.

- A. Email
- B. JTAPI
- C. ICD
- D. Scripts
- E. Applications
- F. Database

Answer: A, B, C, F

QUESTION 106

Which three JTAPI call states are controlled by the system? (Choose 3)

- A. Rejected
- B. Received
- C. Accepted
- D. Answered
- E. Transferred
- F. Disconnected

Answer: B, C, D

QUESTION 107

Which CallManager user is typically used to provide ICD functionality such as

monitoring phones, controlling agent states and queuing calls.

- A. Administrator
- B. ICD
- C. JTAPI
- D. RMCM

Answer: D

D would be right only if RMJTAPI appears in lieu of RMCM. This is only a comment, pointing out the question is badly stated. (page 15-20 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004)

QUESTION 108

When associating the CTI ports to the JTAPI user for CRS, what must be checked in order for CRS to function properly?

- A. "No Primary Extension" and "No ICD Extension"
- B. "No ICD Extension" only
- C. "No Primary Extension" only
- D. "ICD Extension" for the first CTI port that will be dialed to get into the application
- E. "Primary Extension" for the first port in the CTI group

Answer: A

QUESTION 109

What step allows one to add comments to a script?

- A. Comment
- B. Annotate
- C. REM
- D. Label
- E. /* */

Answer: B

QUESTION 110

Check the true statements that are steps required to setup the CRS server to accept calls.

- A. Add Cisco Media Termination Dialog Groups
- B. Define Contact Center Queues (CSQ's)
- C. Define JTAPI Provider
- D. Define Agent Skills
- E. Add Call Control Groups

Answer: A, C, E

QUESTION 111

The steps available in the Palette window are the only steps that can be used. No more steps can be added or customized.

- A. FALSE
- B. TRUE

Answer: A

QUESTION 112

What does ICD enhance include? (Choose four)

- A. Work state
- B. Auto-available
- C. Priority queue
- D. Historical report
- E. Competence level
- F. Skill-base routing
- G. Script access to real time statistic

Answer: A, C, E, F

"Work state", "Priority queue", "Competence level" and "Skill-based routing" are features of the Enhanced version.

(page 15-10 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004)

QUESTION 113

A supervisor can intercept in which call scenario?

- A. any call the agent is on
- B. an ICD call that is in queue
- C. An ICS call that an agent has put on hold
- D. An agent in a conference with another agent and a caller

Answer: A

Call Intercept-Supervisors can move any call from any agent to themselves.

(http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_data_sheet09186a008017ffaa.html)

QUESTION 114

In a CCM configuration, what must be done in order for an agent to function correctly? (Choose two)

- A. The agent's user ID should have CTI enabled.
- B. The agent's password must be set the same as the user ID.

- C. The agent's device must be associated to the JTAPI provider's user ID.
- D. The agent's device must be associated to the RM JTAPI provider's user ID.
- E. The JTAPI provider's CTI port must be associated to the RM JTAPI provider's user ID.

Answer: A, D

QUESTION 115

Which step libraries does the license for ICD Standard include?

- A. ICM steps
- B. Email steps
- C. Media steps
- D. Database steps

Answer: C

QUESTION 116

What is the purpose of inserting a breakpoint in a work flow?

- A. To stop execution of a workflow for allow user input.
- B. To stop execution of a workflow for debugging purposes.
- C. To allow callers to make different choices in the workflow.
- D. To save the contents of work flow variables during execution for debugging and log review.

Answer: B

The purpose of inserting a breakpoint is just debugging, without necessarily looking up the variables. (page 4-19 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 117

If the ICD agent's CallManager crashes, what happens to the ICD Agent Desktop?

- A. It re-homes with the phone to the backup CallManager.
- B. It logs out the ICD agent and the agent must re-login on the desktop.
- C. It restarts the agent desktop software and the ICD agent must re-login.
- D. It makes the ICD agent "Not Ready" and the agent must restart the desktop to continue.

Answer: A

QUESTION 118

Which two steps should be used to control script flow for work hours and after hours?
(Choose two)

- A. Goto
- B. Delay
- C. Time of Day
- D. Call Subflow
- E. Day of Week

Answer: C, E

QUESTION 119

How can you configure the prompt step to play different prompts following subsequent timeouts or retries?

- A. Configure it as a generated prompt.
- B. Configure it as a random container prompt.
- C. Configure it as an escalating container prompt.
- D. Configure it as a concatenated container prompt.

Answer: C

The correct option is " Configure it as an escalating container prompt.", as defined in

"http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_programming_reference_guide_chapter09

QUESTION 120

Which four features are available only to ICD Enhanced? (Choose four)

- A. Barge-in
- B. Workstate
- C. Recording
- D. Silent monitor
- E. Auto-available
- F. Realtime statistics reporting
- G. Script access to real-time statistics

Answer: A, B, C, D

page 15-10 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004

QUESTION 121

A supervisor selects a call from the Team View pane.

What information does the Data View pane display for each call? (Choose four)

- A. Call participants name
- B. Status of call participant
- C. Call participants phone number
- D. Number dialed by call participant
- E. Length of time participant has been in the call

Answer: A, B, C, E

As specified in "Cisco Supervisor Desktop User Guide (ICD 4.5(5) - PDF)".

QUESTION 122

When will a skills-based CSQ that requires a skill competency of four (4) select an ICD agent?

- A. If the ICD agent is available and has a skill competency of nine (9) in another skill defined in CRS.
- B. If the ICD agent is available and has a skill competency of one (0) in the required skill for the CSQ.
- C. If the ICD agent is available and has a skill competency of seven (7) in the required skill for the CSQ.
- D. If the ICD agent is available and has a skill competency of three (3) in the required skill defined in CRS.

Answer: C

QUESTION 123

If the ICD agents callmanager clashes what happens to the ICD agents desktop?

- A. It rehomes with the phone to the backup callmanager.
- B. It logs out the ICD agent and the agent must relogin on the desktop.
- C. It restarts the agent desktop software and the ICD agents must relogin.
- D. It makes the ICD agent, "not ready" and the agent must restart the desktop to continue.

Answer: A

QUESTION 124

When is a connect step required in an ICD script?

- A. after a SetPriority step
- B. always after a SelectResource step
- C. when the "No" Connect option in the SelectResource step is selected
- D. when the "Yes" Connect option in the SelectResource step is selected

Answer: C

QUESTION 125

What step can be used in a workflow to determine if the contact is ASR enabled?

- A. Get user Info step
- B. Set cinctact Info step
- C. Get Call Contact Info step (It has an ASR parameter.)
- D. Get Contact Info step (It has an ASR supported attribute.)

Answer: D

QUESTION 126

Who can access historical records?

- A. ICD agents with the proper skill assigned.
- B. Supervisor with agent configured in a team.
- C. Call center manager with administrator privileges.
- D. Call manager users with CRS historical privileges define.

Answer: A

QUESTION 127

On the prompt tab of the menu input step, what does the barge in selection do ?

- A. Allows the subflow to be triggered.
- B. Allows The supervisor to burge in to the call during the menu step.
- C. Allows an agent to listen to caller during their menu selection.
- D. Allows the caller to intrrup the prompt and press the available menu keys.

Answer: D

QUESTION 128

When in the time out branch of the Get Digit string step executed?

- A. When the caller does no enter the number of digits defined in input length.
- B. When any of the define timeout occur the number of times definrd in retries.
- C. When the caller does not enter any digit before the initial timeout valu expires.
- D. When the caller hits the terminate key before entering the number of digits define in input length.

Answer: B

QUESTION 129

When does an agent get an option to chat with another agent?

- A. Anytime
- B. Only during an Xfer scenario.
- C. Only during a conference scenario.
- D. When both agents are not in ready state.

Answer: C

QUESTION 130

Select the supported platforms for CRS. Select all that apply.

- A. MCS-7835-1000
- B. MCS-7815-1000
- C. MCS-7835-1133
- D. MCS-7825-800
- E. MCS-7825-1000

Answer: A, B, D

(page 2-22 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 131

How many "Skills" can a single agent have for IPCC Express? (Enhanced Edition)

- A. 10
- B. 50
- C. Limited by number of resource points available
- D. 20
- E. 0
- F. 5

Answer: B

QUESTION 132

ASR must be "trained" before it can be used.

- A. TRUE
- B. FALSE

Answer: B

QUESTION 133

TTS stands for?

- A. Time to Shop
- B. Text to Speech
- C. Text to Speech System
- D. Text to Speech Synthesis

Answer: B

QUESTION 134

What step allows you to create a Java object that exists on another computer?

- A. Create Java Object
- B. Create Java Method

- C. Execute Remote Java Object
- D. Create Remote Java Method
- E. Create Remote Java Object

Answer: E

QUESTION 135

What are the branches of the "Call Redirect" step? (Select four)

- A. Connected
- B. Busy
- C. Successful
- D. Unsuccessful
- E. Error
- F. Invalid

Answer: B, C, D, F

Use the Redirect step to redirect a call from the current extension to another extension. The Redirect step produces four output branches:
Successful-Call successfully transferred to the specified extension.
Busy-Specified extension is busy and the call cannot be transferred.
Invalid-Specified extension does not exist.
Unsuccessful-Internal failure of the redirect step.

QUESTION 136

What is a benefit of using subflows?

- A. Decreases the amount of flows.
- B. Collects information about callers to agents.
- C. Creates a framework for CRS Server status reporting.
- D. Decreases latency through increased bandwidth on CRC Server.
- E. Provides easier management of flows that can be called by multiple other flows.

Answer: E

QUESTION 137

What happens to any variables defined in a parent flow when a subflow is called?

- A. Parent flow variable and their contact are not available to the subflow
- B. Parent flow variable and their contact are pass to the subflow automatically without being define to the subflow
- C. If the subflow has the parent flow variable define, their contact will be pass to the subflow for use but cannot be update by the subflow upon return to the parent flow
- D. If the subflow has the parent flow variable define , their contact will be passed to the subflow for use and can be update by the subflow upon return to the parent flow

Answer: D

QUESTION 138

Which CRS subsystem manages the connection between the application server and the speech file?

- A. Medit subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem
- E. Nuance TTS

Answer: E

"Nuance TTS" is the subsystem responsible for generating speech prompts. (page 2-18 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 139

What level of control does a subflow have on the overall contact?

- A. The subflow cannot call additional or "nested" subflows.
- B. The subflow cannot transfer the contact to another resource.
- C. The subflow cannot terminate the contact, this must be done in the parent flow.
- D. The subflow has full contact control and can perform any action that the parent flow can perform.

Answer: D

QUESTION 140

What step can speak a phrase from a variable equal to \$1.23 as "One-Dollar and twenty-three cents" with options such as a male or female spoken voice?

- A. Play Prompt
- B. Extended Play Prompt
- C. Generated Prompt
- D. Create Generated Prompt
- E. Prompt

Answer: D

QUESTION 141

Which steps are ASR enabled?

- A. Implicit Confirmation
- B. Name to User

- C. Get User Info
- D. Menu
- E. Get Digit String
- F. Recording

Answer: A, B, D, E

QUESTION 142

What are the three branches of the "Get Digit String" step?

- A. Invalid
- B. Successful
- C. Error
- D. Unsuccessful
- E. No Data
- F. Timeout

Answer: B, D, F

QUESTION 143

What is the proper order of steps to read from an SQL database?

- A. SQL Read, SQL Get, SQL Release
- B. DB Get, DB Read, DB Release
- C. SQL Open, DB Read, DB Release
- D. DB Read, DB Get, DB Release
- E. DB Open, DB Get, DB Release

Answer: D

QUESTION 144

Type the name of the step that causes the script logic to jump to a TRUE or FALSE branch based on the evaluation of a Boolean expression.

Answer: IF

QUESTION 145

The DB WRITE step can use what SQL commands?

- A. Update
- B. Delete
- C. SQL Write
- D. SQL Update
- E. Insert
- F. SQL Insert

Answer: A, B, E

QUESTION 146

EXTENDED MENU is a valid step which can use variables for "Interruptible", "Barge In", "Flush Input Buffer", etc.

- A. FALSE
- B. TRUE

Answer: A

QUESTION 147

What happens if an attachment document cannot be found by the CRS Application when the Attach to E-mail step executes?

- A. The E-mail is sent without the attachment.
- B. An error is sent to the Administrator.
- C. The steps under the "Failure" branch are executed.
- D. The rest of the E-mail steps are ignored in the script.

Answer: C

QUESTION 148

Which CRS subsystem manages the connection between CallManager' and the CRS engine?

- A. Media subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: B

QUESTION 149

Which CRS subsystem uses the RMJTAPI user to monitor agent states and to route and queue calls?

- A. ICD subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: A

QUESTION 150

What is the backup file name for the historical reporting data for the CRS?

- A. MCS.sti
- B. CRS.sti
- C. MCS.bak
- D. CRS.bak

Answer: A

QUESTION 151

What is the default maximum number of months for which historical reporting data can be retained?

- A. 6 months
- B. 12 months
- C. 13 months
- D. 24 months

Answer: C

QUESTION 152

Which CRS subsystem conveys call control messages to CallManager?

- A. ICD subsystem
- B. JTAPI subsystem
- C. Database subsystem
- D. Application subsystem

Answer: B

QUESTION 153

Cisco CRS Application may query databases for information. What are the current supported databases?

- A. SQL only
- B. SQL and Sybase only
- C. Oracle, SQL, and DBII only
- D. Oracle, SQL, Sybase, and DBII only

Answer: D

QUESTION 154

Which statement is true about the default script field when adding an application?

- A. When a caller does not enter a choice in a Menu step, it will execute the default

script.

B. Any problems running the configured script will cause the default script to be executed.

C. When the caller enters a digit in the Menu step that is not defined, the default script will be executed.

D. When the caller enters a digit that is not checked in the filter of the Get Digit String step, the default script will be executed.

Answer: B

QUESTION 155

Which two components are installed from the CRS Installer CD? (Choose two)

A. Serviceability

B. Language Pack

C. MS SQL Server

D. iPlanet Web Server

E. Windows 2000 Server OS

Answer: A, B

QUESTION 156

Which three are steps in adding a CRS application? (Choose three)

A. Create a trigger

B. Create an application

C. Restart the CRS engine

D. Upload script to repository

E. Configure Default Session Timeout

Answer: A, B, D

Not C: . It is not necessary restarting the engine.

(page 3-62 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 157

The Play Prompt Script...

A.will only play TTS prompt to caller

B. ...must be executed before a get digit step

C. ...can be used to play either, wav or TTS prompt to caller

D. ...can only be used to play pre-record WAV file type prompt to caller

Answer: C

QUESTION 158

Once an email is sent by the CRS application, the caller is kept wait until...

- A. ...a transaction timeout occurs
- B. ...a config wait time is reach
- C. ...the message is accept by the email server
- D. ...the reption acknowledges receipt of the email

Answer: A, C

QUESTION 159

Which three are steps in adding a CRS application? (Choose three)

- A. Create a trigger
- B. Create an application
- C. Restart the CRS engine
- D. Upload script to repository
- E. Configure Default Session Timeout

Answer: A, B, D

It is not necessary restarting the engine. (page 3-62 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 160

How are CTI ports in a CTI port group added on the CRS Server?

- A. They must be automatically set in ascending order (i.e., 1001, 1002, 1003) with no gaps or missing numbers in the group.
- B. They can be assigned in any order (i.e., 2001, 2002, 2003, 2007) since they are not entered in as a range of ports for use by CRS.
- C. They are the same as CTI route points in the CallManager and automatically are built in CRS when they are associated with JTAPI user.
- D. They are the same as the CTI route points in the CallManager and automatically are built in CRS when they are associated with the RMJTAPI user.

Answer: B

QUESTION 161

Which two log files can be used to verify the integrity of a CRS installation? (Choose two)

- A. C:\LicCheck.log
- B. C:\CiscoJitapi.log
- C. C:\CiscoInstall.log
- D. C:\CiscoMIVR0001.log

Answer:

Explanation: Pending. Send your suggestion to [feedback@ Certkiller .com](mailto:feedback@Certkiller.com)

QUESTION 162

How does the Extended Get Digit String step differ from the Get Digit String?
(Choose two)

- A. It can be used in conjunction with another strip.
- B. It allows the application programmer into another section of the application.
- C. Most of the Extended Get Digit String variables can be changed while the application is running.
- D. It allows the entry of a Boolean expression for the interruptible and Clear DTMF Buffer on Retry fields.

Answer: C, D

The Extended Get Digit String step behaves exactly like the Get Digit String step, with two exceptions. First, with the Extended Get Digit String step, you can enter a Boolean expression for the Interruptible and Clear DTMF Buffer on Retry fields. Second, although the same limits apply to both steps, most of the Extended Get Digit String properties can be defined using variables or grammar expressions that can be changed while the script is running.

QUESTION 163

How long will a call stay on hold when the call hold step is used?

- A. 60 seconds
- B. Until the call hold timer in the CRS expires.
- C. Until the call hold timer in the CCM expires.
- D. Until the Call Unhold step is executed or the step is interrupted.

Answer: D

QUESTION 164

Once an email is sent by the CRS Application, the caller is kept waiting until _____.
(Choose two)

- A. A transaction timeout occurs.
- B. A configured wait time is reached.
- C. The message is accepted by the email server.
- D. The recipient acknowledges receipt of the email.

Answer: A, C

If the server is unavailable because of server or network problems, the client must wait until the transaction times out

(page 3-62 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004)

QUESTION 165

Which three can the Subject field of the Create eMail contain? (Choose three)

- A. Expression
- B. Straight text
- C. String variable
- D. String constant
- E. Email data types

Answer: A, B, C

QUESTION 166

How does the CRS Server know that it has received an ASR enabled contact?

- A. The workflow has ASR steps in it,
- B. The contact is on an ASR Dialogue Group channel.
- C. The contact is an JTAPI Call Control Group channel.
- D. The contact is on an Cisco Media Dialogue Group channel.

Answer: B

QUESTION 167

Which three enterprise databases can CRS application query? (Choose three)

- A. Oracle
- B. Sybase
- C. Informix
- D. Microsoft SQL Server
- E. Any ODBC compliant database

Answer: A, B, D

QUESTION 168

In the Cisco CRS Editor, which window allows you to assign Integers, Booleans, and String?

- A. Design window
- B. Palette window
- C. Variable window
- D. Message window

Answer: C

QUESTION 169

In the CRS Application Editor where do you start the debugger?

- A. Toolbar
- B. Step palette
- C. Design window
- D. Variable window

Answer: A

The debugger can be started using the menu and the toolbar. (page 4-20 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 170

The CRS Script Editor Pallet can be expanded by: (Choose two)

- A. Re-running setup and selecting more options from the CRS Setup program.
- B. Using the CRS Software Developer Kit (SDK) to create custom step libraries.
- C. Deleting unused step libraries in the editor to allow for more steps to be added.
- D. Buying new licenses features, downloading the new license keys to the CRS server, re-running SETUP and re-setting up the CRS Editor to add new step libraries like the database or HTTP steps.

Answer: A

(page 4-20 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 171

Which step can be executed to create a prompt that can play back a number that is announced as currency?

- A. Create language prompt
- B. Create container prompt
- C. Create generated prompt
- D. Create conditional prompt

Answer: C

The Create Generated Prompt step supports the following 12 generator

types:

Number

Character

Spelling

Date

Time

Ordinal

Currency

Country
Language
Telephone Number
Credit Card Number
Credit Card Expiration Date

QUESTION 172

Which prompt is created to pick one of two prompts based on whether or not a Boolean variable returns true or false?

- A. Language prompt
- B. Container prompt
- C. Generated prompt
- D. Conditional prompt

Answer: D

QUESTION 173

If an existing script is uploaded to the CRS, what does it ask?

- A. Do you want to debug the script?
- B. Do you want to refresh the script?
- C. Do you want to save the application?
- D. Do you want to return to Script Management?

Answer: B

QUESTION 174

The default directory for Cisco CRS in DC Directory.

What other versions of LDAP Directory are supported with the Cisco CallManager and CRS solutions? (Choose two)

- A. Novell NDS Directory
- B. Microsoft Active Directory
- C. Netscape Directory Server
- D. SUN Solstice X.500 Directory

Answer: B, C

QUESTION 175

To launch a triggered debug session, what is the external trigger?

- A. System reboot
- B. Saving the Application Editor file
- C. A phone call to the proper CTI port
- D. A phone call to the proper CTI route point

Answer: D

QUESTION 176

What is the main function of the CRS Editor?

- A. Manages the CRS Server
- B. Creates CRS engine reports
- C. Creates flows for the CRS engine
- D. Remotely manages the LDAP Directory

Answer: C

QUESTION 177

In the Cisco CRS Editor, which "window" provides a workspace for application step assembly?

- A. Palette window
- B. Design window
- C. Variable window
- D. Message window

Answer: B

QUESTION 178

What happens when you set the Reset CTI Called Address to yes in the redirect step?

- A. It resets the destination device after the call is terminated.
- B. It changes the contents of the called party field to the originally dialed number.
- C. It changes the originally dialed number field to the number dialed in the previous call leg.
- D. It allows the originally dialed digits to be exposed to the workflow using the Get Call Contact info step.

Answer: C

QUESTION 179

For non-event triggered debugging, how do you start the debug session?

- A. In CRS Editor, select "Start" from the Debug menu.
- B. In CRS Editor, select "Reactivate Application" from the Debug menu.
- C. On the CRS Application Administration, select "Debugging" from the Trace menu.
- D. On the CRS Application Administration, select "Start Trace" from the Trace menu.

Answer: A

QUESTION 180

How do you debug an application with an Accept step?

- A. Select Start from the Debug pull down, then call the trigger.
- B. Select Step Over from the Debug pull down, then call the trigger.
- C. Call the trigger, and when the workflow answers, select Start from the Debug pull down.
- D. Select Reactivate Application, then call the trigger and press F10 to step through the workflow.
- E. Select Reactivate Script, then call the trigger and press F10 to step through the workflow.

Answer: E

You can't specifically debug an application, only scripts can be debugged.
screenshotform CRS editor 3.5.3:

QUESTION 181

In the Cisco CRS Editor, validation errors appear in which window?

- A. Design window
- B. Palette window
- C. Variable window
- D. Message window

Answer: D

QUESTION 182

What is a benefit of the CRS Editor?

- A. Supports JTAPI
- B. Provides an audible scripting tool
- C. Provides a method to debug flows
- D. Supports ODBC database scripting

Answer: C

QUESTION 183

The Cisco CRS Server must be configured to communicate and interoperate with the Cisco CallManager.

Which two must be configured on the Cisco CRS Server? (Choose two)

- A. Repository Manager to load applications.
- B. JTAPI subsystem with the CTI port group.

- C. Database subsystem communication with LDAP directory.
- D. JTAPI subsystem with the user created in Cisco CallManager.

Answer: B, D

QUESTION 184

Which two are functions of the CRS engine? (Choose two)

- A. It parses email.
- B. It writes XML data to a web page.
- C. It hosts a workflow script debugging session.
- D. It perform reads and writes with a ODBC compliant database.

Answer: C, D

QUESTION 185

Which two does CRS Serviceability support? (Choose two)

- A. email notification
- B. pager notification
- C. CiscoWorks 2000
- D. Syslog error reporting

Answer: C, D

QUESTION 186

The Cisco CallManager must be configured to communicate and interoperate with the Cisco CRS applications.

Which procedure must be completed on the Cisco CallManager?

- A. Add port groups
- B. Add an agent for Cisco CRS
- C. Add a gateway for Cisco CRS
- D. Add CTI route points for each CRS application

Answer: D

(page 3-29 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 187

In the Cisco IP Telephony architecture, what are two purposes of the Cisco Agent Desktop software? (Choose two)

- A. Provides ICD real-time statistics.
- B. Stores ICD agent skill and competency for routing if ICD calls.
- C. Provides ICD agent state control for login/logout and ready/not ready.

D. Allows the caller and agent to text chat in real time during the contact.

Answer: A, C

An agent can not chat with an external caller, and is able to see its own calls' statistics.

(http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_data_sheet09186a008017ffaa.html)

QUESTION 188

If a CTI port will be part of a CTI port group in the CRS Server, what must be done on the CallManager after the port is added?

- A. The line must be forwarded to a CTI route point.
- B. It must be associated to the JTAPI User ID in the CallManager.
- C. The port must be associated to the Resource Manager's User ID in the CallManager.
- D. The port must be associated to both the Resource Manager and JTAPI provider's User ID in the CallManager.

Answer: B

QUESTION 189

Is there an EXTENDED GET DIGIT STRING step?

- A. TRUE
- B. FALSE

Answer: A

QUESTION 190

What agent state means an agent is ready to accept a call?

Answer: ready

QUESTION 191

List the additional features available to supervisors when using IPCC Express (enhanced edition).

- A. Intercept
- B. Barge-In
- C. Change agent states
- D. Chat with agents
- E. Silent Monitoring
- F. Record

Answer: A, B, E, F

QUESTION 192

How many Enterprise Data fields are available to CRS applications?

- A. 230
- B. 255
- C. 256
- D. 231

Answer: D

231 is the right reply, as fields 0-230 (231 fields) are the only available to the applications (rest are reserved for the system). (page 15-38 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004)

QUESTION 193

What determines where an incoming call is placed in a queue?

- A. ACD Queue
- B. Queue
- C. ICD Queue
- D. CSQ

Answer: D

QUESTION 194

The SET ENTERPRISE SERVER DATA step should be used when?

- A. Anytime
- B. Only after SELECT RESOURCE STEP has been executed
- C. Only after CONNECT step has been executed
- D. Never

Answer: B

Barge in-Supervisors can join any call in progress

(http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_data_sheet09186a008017ffaa.html).

QUESTION 195

How does one install the Historical Reporting application?

- A. From CRS Server CD #5
- B. In CallManager Administrator under TOOLS > Install Plugins
- C. In CRS Administrator under TOOLS > Install Plugins
- D. No Where. It only gets installed on the CRS Server during server installation

Answer: C

QUESTION 196

What step answers a call from CallManager? Ringing is heard before this step is executed.

- A. Accept
- B. Get Call Contact Info
- C. Connect
- D. Select Resource
- E. Start

Answer: A

QUESTION 197

Which three users require CTI use enabled? (Choose three)

- A. JTAPI
- B. RMJTAPI
- C. ICD agents
- D. Internal callers
- E. External callers

Answer: A, B, C

QUESTION 198

How do you add a CTI port from the CallManager Administration Menu?

- A. Choose Device> Add a CTI port
- B. Choose Device> Add a CTI route point
- C. Choose Device> Add a New Device> CTI port
- D. Choose Device> Add a New Device> Phone> CTI port

Answer: D

QUESTION 199

What function does a remote supervisor have?

- A. Intercepts agent calls.
- B. Barges in on agent calls.
- C. Monitors agent statistics.
- D. Records an agent's conversation.

Answer: C

QUESTION 200

In which call scenario can a supervisor barge in?

- A. Any call on agent is on.
- B. An ICD call being handled by an agent.
- C. An ICS call that an agent has put on hold.
- D. An agent in a conference with another agent and a caller.

Answer: A

"Barge in-Supervisors can join any call in progress".

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_data_sheet09186a008017ffaa.html

QUESTION 201

How can CSQ route calls? (Choose three)

- A. By exactly 1 skill
- B. By multiple skills
- C. By exactly 1 route group
- D. By multiple route groups
- E. By a combination of both skills and route group

Answer: A, B, C

QUESTION 202

Which combination of steps would you use to move a call that is currently queued for one CSQ to another CSQ?

- A. Select Resource step followed by a Connect step.
- B. Dequeue step followed by a Select Resource step.
- C. Terminate step followed by a Select Resource step.
- D. Set Priority step followed by a Select Resource step.

Answer: B

QUESTION 203

Where do the license key files get loaded for the ASR function?

- A. On the CRS Server
- B. Only on the ASR Server
- C. On the CallManager Server
- D. On the CRS Server and the ASR Server

Answer: A

QUESTION 204

For what is the Flush Input Buffer variable prompt of the Input tab of the Menu step used?

- A. To release memory held by the prompt variable.

- B. To clear the value of the menu choice before the prompt is played.
- C. To prevent the previous value form being used again on the menu choice.
- D. To prevent the caller from entering a menu choice before the prompt has played.

Answer: B

QUESTION 205

In a workflow, if using the Set Enterprise Server Data step, it must come after what step?

- A. Set Priority
- B. Get Contact Info
- C. Select Resource
- D. Get Enterprise Data

Answer: C

QUESTION 206

What time frame can Real Time CRS Reports span?

- A. Last half hour
- B. Last five minutes
- C. Current information only
- D. Current information since midnight

Answer: C

QUESTION 207

How does the CRS server know that it has received an ASR enable contact?

- A. The workflow has ASR step in it
- B. The contact is on an ASR dialogue group channel
- C. The contact is on a JTAPI call control group channel
- D. The contact is on an cisco media dialogue group channel

Answer: B

QUESTION 208

What must be done before a supervisor can use the full feature of the Cisco supervisor desktop?

- A. Install real time reporting client
- B. Install historial report client
- C. Log on an ICD agent (non-supervisor)
- D. Config a team via Cisco Desktop Administrator
- E. Install an execute Cisco Agent Desktop for the supervisor

Answer: E

A supervisor first must be log in as an agent, but configuring a team is not necessary. E is the right option. "Cisco Supervisor Desktop User Guide (ICD 4.5(5) - PDF)"

QUESTION 209

CRS 2.2 scripts can not be automatically converted to 3.0 scripts.

- A. TRUE
- B. FALSE

Answer: B

QUESTION 210

Where are the CRS configuration and the repository stored?

- A. On a subscription instance of the CallManager's DC directory
- B. In its own proprietary file format on the CRS server
- C. On a publisher database on the CRS server

Answer: A

QUESTION 211

Is the following CTI port configuration correct for a CRS server?

- A. FALSE
- B. TRUE

Answer: A

QUESTION 212

Name the valid LDAP directories usable by CRS Server.

- A. iPlanet LDAP
- B. DC Directory
- C. Novell LDAP
- D. Microsoft Active Directory
- E. Netscape LDAP

Answer: A, B, D

QUESTION 213

Which are recommendations for system performance?

- A. Don't exceed 75% server resources
- B. Don't exceed 75% CPU utilization
- C. Don't exceed 50% server resources

D. Don't exceed 50% CPU utilization

Answer: C, D

QUESTION 214

How many "Skills" can a single agent have for IPCC Express? (Standard Edition)

- A. 5
- B. 10
- C. 50
- D. 20
- E. Limited by number of resource points available
- F. 0

Answer: F

QUESTION 215

What step allows the following:

Say "Sales" for the sales department

Say "Training" for the training department

Otherwise say "Operator" to be transferred to the operator.

- A. Create Language Grammar
- B. Create Menu Grammar
- C. Menu

Answer: B

QUESTION 216

Use the _____ step to cause the application script to jump to a specific label.

Answer: goto

QUESTION 217

What could happen if you don't do a VALIDATE script function in the CRA Editor?

- A. Repository won't allow the script to be uploaded
- B. Application editor won't allow the script to be saved
- C. The Application subsystem will go into PARTIAL SERVICE
- D. Nothing if the script did not contain errors

Answer: C, D

QUESTION 218

What step will instantiate a new Java object (class)?

- A. Create Java Method
- B. Execute Java Method
- C. Execute Java Object
- D. Create Java Object

Answer: D

QUESTION 219

The RECORDING step can record in G.711 and G.729.

- A. FALSE
- B. TRUE

Answer: A

QUESTION 220

What step transfers a call to another extension?

- A. Call Redirect
- B. Connect
- C. Select Resource
- D. Redirect
- E. Place Call

Answer: A

QUESTION 221

ASR stands for

- A. Authentic Speech Recognition
- B. Automatic Speech Recognition
- C. Action Sports Recliner
- D. Automatic Speech Recording

Answer: B

QUESTION 222

A variable of type PROMPT assigned the value SP[EnterPIN] will do what when the PLAY PROMPT step is executed?

- A. Nothing because the .wav extension must be at the end of the filename.
- B. Play the "EnterPIN.wav" file which is stored in the user prompts directory.
- C. Play the "EnterPIN.wav" file which is stored in the system prompts directory.
- D. Give an error because "EnterPIN" must be in quotes.

Answer: C

QUESTION 223

The JTAPI provider is the IP address of the _____.

- A. Publisher
- B. CRS Server
- C. CallManager
- D. CTI Manager

Answer: C

QUESTION 224

Where are the prompt folders configured?

- A. System Parameters
- B. Engine Configuration
- C. Cisco Media subsystem
- D. Application Configuration

Answer: A

QUESTION 225

In order for agents to receive calls for a non-skills-based routing CSQ, they must be assigned to a _____.

- A. Skills group
- B. Hunting pilot
- C. Resource group
- D. Skills group with a competency level of 0.

Answer: C

QUESTION 226

What can be configured as a JTAPI trigger for an application?

- A. Caller ID
- B. CTI port directory number
- C. Agent phone device extension
- D. CTI route point directory number

Answer: D

QUESTION 227

How do you make a CTI route point available as a JTAPI trigger in the CRS Server?

- A. You forward it to a CTI port.
- B. It must be associated to the JTAPI User ID in the CallManager
- C. The port must be associated to the RMJTAPI User ID in the Call Manager.
- D. The port must be associated to both the RMJTAPI and JTAPI provider's User ID in the Call Manager.

Answer: B

QUESTION 228

Which port does the CRS Server open when the JTAPI user registers?

- A. All of the ports that are associated to the Media Groups.
- B. All of the ports that are associated to the Dialog Groups.
- C. All of the ports that are associated to the JTAPI Call Control Groups.
- D. All of the ports that are associated to the JTAPI user in the Call Manager.

Answer: C

QUESTION 229

Why should you use the Create Java Object step?

- A. To execute a specified method of a Java class.
- B. To instantiate a variable or object of a custom Java class.
- C. To allow for arguments to be passed to a specified method.
- D. To create an object for the purpose of executing method on a remote computer.

Answer: B

QUESTION 230

Historical Reports for CRS are accessed with _____.

- A. Historical Reporting Client
- B. Historical Reporting Applet
- C. Cisco Agent Desktop Application
- D. Web Page Link from Call Manager
- E. Web Page Link from Historical Reporting Server

Answer: A

QUESTION 231

In configuring the ODBC Data Source for the Database subsystem, to what should the client configuration be set?

- A. TCP/IP
- B. Multiprotocol

- C. Named Pipes
- D. NWLink IPX/SPK

Answer: A

QUESTION 232

When is a Connect step required in an ICD script?

- A. After a SetPriority step.
- B. Always after a SelectResource step.
- C. When the "No" Connect option in the SelectResource step is selected.
- D. When the "Yes" Connect option in the SelectResource step is selected.

Answer: C

QUESTION 233

What step is used to pass data from the workflow to the Enterprise Manager for popping an agent's desktop?

- A. Set Priority
- B. Select Resource
- C. Set Enterprise Server Data
- D. Get Enterprise Server Data

Answer: D

QUESTION 234

Which types of contacts can ICD agents process?

- A. HTTP
- B. JTAPI
- C. Email
- D. JAVA

Answer: B

QUESTION 235

Which step allows the CRS Server to play back text as speech?

- A. Create TTS prompt
- B. Create File Document
- C. Create ASR Document
- D. Create Container prompt

Answer: A

QUESTION 236

Which two steps are designed to collect user entered digits in a variable for later processing? (Choose two)

- A. Menu
- B. Get Digit String
- C. Get Call Contact Info
- D. Extended Get Digit String

Answer: B, D

QUESTION 237

Which two types of information does the Cisco ICD Desktop Administrator program read from the LDAP Server (Choose two)

- A. JTAPI triggers
- B. ICD agent teams
- C. ICD agent ID/name
- D. ICD CSQ Information

Answer: C, D

QUESTION 238

Which two devices does the JTAPI subsystem monitor? (Choose two)

- A. CTI ports
- B. Gateways
- C. CRS Server
- D. Agent phones
- E. CTI route points

Answer: A, E

QUESTION 239

The Cisco CRS Server must be configured to communicate and interoperate with the Cisco CallManager.

Which two must be configured on the Cisco CRS Server? (Choose two)

- A. Repository Manager to load applications.
- B. JTAPI subsystem with the CTI port group.
- C. Database subsystem communication with LDAP directory.
- D. JTAPI subsystem with the user created in Cisco CallManager

Answer: B, D

QUESTION 240

Which two MIBs are provided for CRS SNMP support? (Choose two)

- A. SYSAPPL-MIB
- B. CISCO-CRS-MIB
- C. CISCO-CCM-MIB
- D. CISCO-VOICE-APPS-MIB

Answer: A, D

QUESTION 241

Which two are used by the Cisco Agent Desktop to interact with the CRS? (Choose two)

- A. COM
- B. LDAP
- C. JDBC
- D. JTAPI

Answer: B, D

QUESTION 242

In the Cisco IP Telephony architecture, what is the purpose of the Cisco CRS Editor?

- A. Connects the enterprise IP Telephony network to the PSTN.
- B. Stores configuration information and application scripts for CRS.
- C. Provides basic services for Voice over IP, and manages gateways.
- D. Allows designers to create, modify, and debug CRS Application scripts.

Answer: D

QUESTION 243

What is the default location for the storage of CRS scripts before they are used?

- A. On the CRS Server's LDAP Directory only.
- B. In the C:\Program Files\wfvavid folder on the CRS Server.
- C. On the CallManager Publisher Server's LDAP of the Cluster.
- D. In the C:\Program Files\wfvavid\script folder on the CRS Server

Answer: C

QUESTION 244

Which step must be executed before an email can be sent?

- A. Send Email
- B. Attach Email
- C. Create Email

D. Delete Email

Answer: C

QUESTION 245

Which two are capabilities of the Cisco CRS engine? (Choose two)

- A. Acts as voicemail system.
- B. Acts as call queuing engine.
- C. Runs applications that can determine where to route calls.
- D. Provides failover and redundancy to the telephony system.

Answer: B, C

QUESTION 246

When creating a TTS prompt, the CRS script _____. (Choose two)

- A. Can select if the voice spoken is male or female.
- B. Must only use the default gender for the CRS Server.
- C. Must only use the default language for the CRS Server.
- D. Can select a language for the prompt other than the default language.

Answer: A, D

QUESTION 247

In the Cisco IP Telephony architecture, what is the purpose of the Cisco CallManager?

- A. Connects the enterprise IP Telephony network to the PSTN.
- B. Stores configuration information and application scripts for CRS.
- C. Provides basic services for Voice over IP, and manages gateways.
- D. Allows designers to create, modify, and debug CRS Application scripts.

Answer: C

QUESTION 248

Which step can be used to create a prompt that consists of multiple prompts that can be played back in a specific sequence?

- A. create language prompt
- B. create container prompt
- C. create generated prompt
- D. create conditional prompt

Answer: B

QUESTION 249

Which step can be used to trap runtime script errors, and recover gracefully?

- A. Set
- B. Call Subflow
- C. On Exception Goto
- D. Get Reporting Statistics

Answer: C

QUESTION 250

What is the correct order of steps for loading CRS scripts?

- A. Validate script, save script, refresh script, upload to LDAP Repository.
- B. Save script, validate script, upload to LDAP Repository, refresh script.
- C. Save script, upload to LDAP Repository, validate script, refresh script.
- D. Validate script, save script, upload to LDAP Repository, refresh script.

Answer: D

QUESTION 251

What step is used to perform the actual transfer of an e-mail message to the Internet?

- A. Send eMail
- B. eMail
- C. Create eMail

Answer: A

QUESTION 252

Is the following performance scenario supported on an MCS-7835-1266? (Equals 1266 points) 100 IVR Ports and 20 agents on an MCS-7835-1266 (Equals 700 points total)

- A. Yes because the total performance points are less than 50% of the total server points
- B. Yes because the total performance points are more than 50% of the total server points
- C. Yes because the total performance points are less than the total server points
- D. No because the total performance points are more than 50% of the total server points

Answer: C

QUESTION 253

The Cisco MCS-7815 is a supported server for small IPCC Express installations with less than 50 IVR ports and 10 agents (no ASR or TTS).

- A. FALSE
- B. TRUE

Answer: A

QUESTION 254

Name the three agent queuing types that are available as CSQ type "Resource Skills"-available only in IPCC Express (enhanced)

- A. Most Handled Contacts
- B. Linear
- C. Shortest Average Handle Time
- D. Longest Available
- E. Circular

Answer: A, C, D

QUESTION 255

All Trace Files are turned on by default. Old entries are deleted after 1 week.

- A. FALSE
- B. TRUE

Answer: A

QUESTION 256

What happens if an agent does not answer a call that is ringing (select the best answers)?

- A. Call goes back into the queue
- B. Agent will probably get fired
- C. Phone continues to ring forever or until the IVR script executes the DEQUEUE step
- D. Call gets forwarded to the agent's personal voicemail
- E. Agent state becomes "Not Ready"

Answer: A, E

A and E are the valid options. (page 15-44 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004) and

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_qanda_item09186a0080227b1b.shtml#qa1

Not C: It does not make sense the agent's telephone ringing forever if he/she does not answer.

QUESTION 257

IVR is a telephony technology used to automate call handling by interacting with callers.

- A. True
- B. False

Answer: A

QUESTION 258

Windows 2000 server must be purchased and installed separately for a CRS install.

- A. TRUE
- B. FALSE

Answer: B

QUESTION 259

If you are debugging a CRS script (reactive debug), what happens if you reach a "Call Sub flow" step?

- A. Does not execute the script in the subflow because the debugger can't step into a subflow
- B. Executes the script in the subflow, but debugger does not step into the subflow script
- C. Executes the script in the subflow, and steps into the subflow script only if the subflow script

Answer: B

QUESTION 260

What allows an administrator to customize an agent's desktop such as the toolbar and defineworkflow?

- A. Cisco Supervisor Desktop
- B. CRS Server Administration Pages
- C. Cisco Desktop Administrator

Answer: C

QUESTION 261

IPCC Express can not perform screen pops of legacy applications, such as an MS-DOS based application (running in Windows in a DOS window.)

- A. FALSE
- B. TRUE

Answer: A

QUESTION 262

Which report will give a summary of agent activities?

- A. Agent Activities
- B. Agent Summary
- C. Agent Detail

Answer: B

QUESTION 263

It is within best practices to have 9 menu options.

- A. TRUE
- B. FALSE

Answer: B

QUESTION 264

The GET DIGIT STRING step is playing a prompt. The caller is impatient and presses the 9 key while the prompt is being spoken. Then types in "1234#" as the input. What will the value of the "Result Digit String" be if "Interruptible" is YES, "Barge In" is NO. "Flush Input Buffer" is YES

- A. Prompt stops playing after user presses 9. Resultant String will be 91234
- B. Prompt keeps playing after user presses 9. Resultant String will be 91234
- C. Prompt keeps playing after user presses 9. Resultant String will be 1234#
- D. Prompt stops playing after user presses 9. Resultant String will be 1234#
- E. Prompt stops playing after user presses 9. Resultant String will be 1234
- F. Prompt keeps playing after user presses 9. Resultant String will be 1234

Answer: F

QUESTION 265

What step can assist in obtaining the phone number a caller is calling from?

- A. Get Contact Info
- B. Get Call Contact Info
- C. Accept
- D. Get User Info

Answer: B

QUESTION 266

What step is automatically added to a script?

- A. Start
- B. End
- C. Accept

Answer: A

QUESTION 267

Pick the true statements regarding Call Control Groups.

- A. An application can be assigned to a Call Control Group or directly to a CTI Route
- A. Point
- B. A Call Control Group can only be assigned to one application
- C. Applications are assigned to a Call Control Group
- D. Multiple Applications can be assigned to the same Call Control Group
- E. CTI Ports are assigned to a Call Control Group

Answer: C, D, E

QUESTION 268

When debugging a reactive script, check the true statements. Select all that apply.

- A. The script name in the "Application File Name" property box is case-sensitive
- B. The script name in the "Application File Name" property box must match the script loaded into the CRA Editor.
- C. The script name in the "Application File Name" property box is not case-sensitive
- D. The script name in the "Application File Name" property box must match the script configured in the CRA Administrator.

Answer: A, D

Not only A, but also D is valid. The filename must match that on the CRA server. (page 4-22 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 269

Which two steps perform logical operations? (Choose two)

- A. Goto
- B. If step
- C. Switch step
- D. Call Subflow

Answer: B, C

QUESTION 270

What type of transfer does the Call Redirect step perform?

- A. Call Pickup
- B. Conference

- C. Blind Transfer
- D. Consult transfer

Answer: C

QUESTION 271

If the Call Redirect step sends a caller to a device that does not exist in the Call Manager, which branch of the step is executed?

- A. Busy
- B. Invalid
- C. Successful
- D. Unsuccessful

Answer: B

QUESTION 272

How much does the Decrement step decrease the value of a selected variable?

- A. 1
- B. 2
- C. A configured amount.
- D. It depends if the variable is an integer or a real number.

Answer: A

QUESTION 273

In which palette is the Call Redirect step?

- A. ICD
- B. Contact
- C. Session
- D. Call Contact

Answer: D

QUESTION 274

Which step is designed to be used to prompt a user to press or say a single digit number to perform a specific function?

- A. Menu
- B. Get Digit String
- C. Get call contact info
- D. Extend Get Digit String

Answer: A

QUESTION 275

What happens if the PC that has the HRC load off during the time a schedule report run?

- A. The HRC on the PC will delete the schedule report request
- B. The report will not be generate until the HRC on the client is reset
- C. The HRC on the PC will wait until next schedule report period to run the report
- D. When the HRC on the PC restart , it will prompt the user to run all miss report automatically

Answer: D

QUESTION 276

The GET DIGIT STRING step is playing a prompt. The caller is impatient and presses the 9 key while the prompt is being spoken. Then types in "1234#" as the input. What will the value of the "Result Digit String" be if "Interruptible" is NO, "Barge In" is YES. "Flush Input Buffer" is NO

- A. Prompt keeps playing after user presses 9. Resultant String will be 1234#
- B. Prompt stops playing after user presses 9. Resultant String will be 1234
- C. Prompt stops playing after user presses 9. Resultant String will be 1234#
- D. Prompt keeps playing after user presses 9. Resultant String will be 91234
- E. Prompt keeps playing after user presses 9. Resultant String will be 1234
- F. Prompt stops playing after user presses 9. Resultant String will be 91234

Answer: F

QUESTION 277

.The END step is automatically added to the end of a script.

- A. FALSE
- B. TRUE

Answer: A

QUESTION 278

A variable of type PROMPT assigned the value P[EnterPIN] will do what when the PLAY PROMPT step is executed?

- A. Play the "EnterPIN.wav" file which is stored in the user prompts directory
- B. Give an error because "EnterPIN" must be in quotes
- C. Play the "EnterPIN.wav" file which is stored in the system prompts directory
- D. Nothing because the .wav extension must be at the end of the filename

Answer: A

QUESTION 279

When using the Recording step, the recorded audio is stored in which type of variable?

- A. String
- B. Prompt
- C. Character
- D. Document

Answer: D

QUESTION 280

Which two steps check out a database connection from the connection pool? (Choose two)

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Answer: B, C

QUESTION 281

When does a DB Read step no longer count as an open connection to the DSN?

- A. When the last DB Read step is performed.
- B. When the last DB Write step is performed.
- C. When the next Call Subflow step is executed.
- D. When the Database Resource is released with the DB Release step.

Answer: D

QUESTION 282

Which step must be executed before a DB Get step?

- A. Accept
- B. DB Read
- C. DB Write
- D. DB Release

Answer: B

"DB Release" must be executed after a "DB Get" step in order to free used resources. "DB Read" is called before "DB Get". (page 7-21 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 283

If DB Get is done after a DB read that return 0 row, which branch of the DB get step will be executed?

- A. no data
- B. time out
- C. SQL error
- D. Successful

Answer: A

QUESTION 284

What data can get from Historical report?

- A. ICD/Call center statistic only
- B. Application /IVR call process statistic
- C. Detail statistic
- D. Half hour and five minite, real time statistic

Answer: A

QUESTION 285

What step would you use to get information about the number of contacts stay in queue?

- A. Get Contact Info
- B. Get session info
- C. Get Call Contact Info
- D. Get Reporting Statistic

Answer: D

QUESTION 286

For what are the email steps used?

- A. To receive a FAX.
- B. To parse incoming email.
- C. To create attachment files that can be sent to an email address.
- D. To create an email that can be sent to an email address with attachments.

Answer: D

QUESTION 287

The Attach to Email step has which two branches? (Choose two)

- A. Failed
- B. Invalid
- C. Successful
- D. Connection not Available

Answer: A, C

QUESTION 288

When a valid SQL Query in a DB Read step returns 0 rows, which branch of the step will be executed?

- A. Timeout
- B. SQL Error
- C. Successful
- D. Connection Not Available

Answer: C

QUESTION 289

Where are the results from the SQL Query of the DB Read step stored?

- A. In a variable of type string.
- B. In a variable of type document.
- C. In a resultSet referenced by a DB Resource Name.
- D. In a resultSet referenced by a variable if type long.

Answer: C

QUESTION 290

Which step is used to store a specific field from queried data in a variable?

- A. DB Get
- B. DB Read
- C. DB Write
- D. DB Release

Answer: A

QUESTION 291

What is a CTI route point?

- A. A device that can accept calls.
- B. A virtual device that can accept calls.
- C. A device that can accept calls and provide media termination.
- D. A virtual device that can receive multiple, simultaneous calls for application-control redirection.

Answer: D

QUESTION 292

What step can be used to return data from LDAP for a user?

- A: DB Read
- B: Get User Info
- C: Get Contact Info
- D: Get Call Contact Info

Answer: A

QUESTION 293

The attach to email step has which two branches?

- A: Failed
- B: Invalid
- C: Successful
- D: Connection not available

Answer: A,C

QUESTION 294

How many lines can be assigned to a CTI port that is being controlled by a CRS Server's JTAPI user?

- A. 1
- B. 2
- C. 3
- D. no limit

Answer: A

QUESTION 295

CTI route points must be controlled by which CallManager user?

- A. JTAPI
- B. Agent
- C. RMJTAPI
- D. Supervisor

Answer: A

A is the correct answer (RMJTAPI is for ICD use). CTI route points are associated to the JTAPI user the CRA uses for connecting to the Call Manager. (page 3-54 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 296

If a DB Get is done after a DB Read that returns 0 rows, which branch of the DB Get step will be executed?

- A. No Data
- B. Timeout
- C. SQL Error
- D. Successful

Answer: A

QUESTION 297

You do not need the PLAY PROMPT step when you use the GET DIGIT STRING step, it has one built-in.

- A. TRUE
- B. FALSE

Answer: A

QUESTION 298

The DECREMENT step stops decrementing an integer when it reaches a value of zero(0).

- A. TRUE
- B. FALSE

Answer: B

QUESTION 299

Name the three branches of the DB GET step

- A. Successful
- B. Connection Not Available
- C. SQL Error
- D. Unsuccessful
- E. No Data
- F. Timeout

Answer: A, C, E

QUESTION 300

The pound (#) and star (*) keys can be used as MENU step inputs.

- A. TRUE
- B. FALSE

Answer: A

QUESTION 301

The GET DIGIT STRING step prompts the user to enter their 4-digit PIN number followed by the # key. What should the input length field be? (type the number that represents the correct answer.)

Answer: 5

QUESTION 302

Which step allows a caller to type in keys as a means of inputting a name, such as a lastname?

- A. Numeric to Alpha
- B. Name to User
- C. Alpha to Numeric
- D. User to Name

Answer: B

QUESTION 303

The # key can not be used as an input key for the GET DIGIT STRING step because it is always used as the terminating key. For example, you can't say "Press # if the number you entered is correct."

- A. FALSE
- B. TRUE

Answer: A

QUESTION 304

What does IVR stand for?

- A. Intractive Voice Response
- B. Interviewed Voice Response
- C. Interactive Voice Response

Answer: C

QUESTION 305

CRS 3.0 comes packaged with a floppy diskette with the license file on it.

- A. FALSE
- B. TRUE

Answer: A

QUESTION 306

How would one increase the value of a variable by two?

- A. Use the "Increment" step, specifying 2 in the customizer
- B. Use two "Increment" steps--one right after the other
- C. Use the "Set" step

Answer: B, C

QUESTION 307

Installing without a license allows 2 IVR ports, 1 agent phone and 1 supervisor phone.

- A. TRUE
- B. FALSE

Answer: B

QUESTION 308

Each CRS server can serve one IVR script to callers.

- A. FALSE
- B. TRUE

Answer: A

QUESTION 309

An agent is able to play back and organize files he/she recorded?

- A. FALSE
- B. TRUE

Answer: A

QUESTION 310

Where does one define who is a supervisor?

- A. Desktop Administrator
- B. CallManager DC Directory Configuration
- C. CRS Administration Web Pages
- D. Supervisor Desktop. Login first time as admin/admin then define other supervisors

Answer: A

QUESTION 311

A supervisor schedules a report every night at 3am in the Historical Reports application. The application is installed on the supervisor's PC. When the supervisor checks the reports in the morning, nothing seemed to happen. What is the most likely cause?

- A. Supervisor turned the PC off at night
- B. The supervisor quit the Historical Reporting Application (but kept the PC on)
- C. CRS Server detected high CPU utilization and refused to run the report

Answer: A

QUESTION 312

A supervisor can only monitor or record conversations of agents that are connected to the same physical LAN switch.

- A. FALSE
- B. TRUE

Answer: A

QUESTION 313

You created a new prompt for an application script you are developing. Where do you put it?

- A. Upload it to the same place you put the script for your application. Prompt and scripts must go together
- B. Copy it to the CRA server in the prompts folder
- C. In CRA Administrator under prompt management Management.

Answer: C

QUESTION 314

.How does one add a new variable to a script?

- A. On the "Variable" window, choose ADD
- B. In the Palette Window, drag the "Variable" step to the variable window
- C. Right Click in the "Variable" pane and choose "ADD Variable"
- D. Click the New Variable Icon at the top of the Variable Pane

Answer: D

QUESTION 315

Select the true statements that are required when configuring the CRS Server for ICD.

- A. Create Contact Server Queues (CSQ's)
- B. Configure Resource Manager JTAPI Provider (RM JTAPI Provider)
- C. Assign the Resources to the Resource Groups

- D. Configure Resource Groups
- E. Create Resources (Agents)
- F. Create Agent Skills if IPCC Express (Enhanced Edition) was licensed.

Answer: A, B, C, D, F

QUESTION 316

The REQUIRED e-mail steps are:

- A. Attach to eMail
- B. Create eMail
- C. Send eMail

Answer: B, C

QUESTION 317

The system administrator is configuring the RMJTAPI DC Directory User in CallManager to make the ICD extensions available to the CRS engine. Does the administrator choose ICD EXTENSION?

- A. YES -- Make sure ICD EXTENSION is chosen for each line that will be an ICD line
- B. NO -- Make sure NO ICD EXTENSION is chosen.

Answer: B

QUESTION 318

The Cisco Agent Desktop from IPCC Express is compatible with the agent desktop of the IPCC Enterprise product.

- A. TRUE
- B. FALSE

Answer: B

QUESTION 319

Which of the following are components of ICD?

- A. ICD Agent Desktop
- B. Contact Service Queue
- C. IVR
- D. ASR
- E. TTS
- F. CRS Editor

Answer: A, B, F

QUESTION 320

Which statement is true for the Set Priority step, when changing the priority of a call?

- A. It changes the priority of calls on the last CSQ that the call was queued for.
- B. It changes the priority of the call for all CSQs that the call is currently queued for.
- C. It changes the priority of the call for only the last CSQ that the call was queued for.
- D. It keeps the current priority and only changes it if another call in the last SQL is handled by an agent.

Answer: B

Every contact has one priority for all CSQs for which it is queued. The priority of the contact can be set or changed at any time during the execution of the script. All calls have a default priority of 1.

QUESTION 321

What is a feature of the ICD Standard package?

- A. Priority queuing
- B. Automatic work state
- C. Enhanced Agent Desktop application
- D. Script access to real-time reporting statistics

Answer: D

"Priority queuing" is a feature of the Enhanced version. D is the correct reply. (page 15-6 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004)

QUESTION 322

How do you know if the method being executed by the Execute Java Method step requires arguments?

- A. You must run the debugger to see if it has errors.
- B. The required Arguments are listed in the customizer.
- C. You must run the Validate function and examine the results.
- D. You must use an external Java reference to make that determination.

Answer: B

"If the selected method has arguments, the arguments and their types will automatically be displayed". B is the right answer. (page 10-10 of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 323

What happens if the PC that has the Historical Reporting client loaded is off during the time a scheduled report should run?

- A. The HRC on the PC will delete the scheduled report request.
- B. The report will not be generated until the HRC on the PC is reset.
- C. The HRC on the PC will wait until the next scheduled report period to run the reports.
- D. When the HRC on the PC is re-started, it will prompt the user to run all missed reports automatically.

Answer: D

QUESTION 324

Which type of variable can be tested in an If step expression without any operators?

- A. String
- B. Integer
- C. Prompt
- D. Boolean

Answer: D

QUESTION 325

The e-mail contacts concept will allow the CRS system to accept incoming e-mail from acontact and trigger an IVR script.

- A. FALSE
- B. TRUE

Answer: A

QUESTION 326

The following diagram shows the customizer screen for the "Attach to eMail" step. What is the meaning of the "Local Variable" field?

- A. Identifies the location of the attachment file.
- B. Identifies the name that will show up with the attachment--not the attachment file itself.

Answer: A

QUESTION 327

Choose the correct agent states.

- A. Talking
- B. Offline
- C. Not Ready
- D. Reserved
- E. Ready
- F. Work

Answer: A, C, D, E, F

QUESTION 328

What is the required amount of memory to install CRS on an MCS-7835?

- A. 640KB
- B. 512MB
- C. 2GB
- D. 256MB
- E. 1GB

Answer: E

QUESTION 329

Name three agent queuing types in IPCC Express (standard edition)

- A. Circular
- B. Round Robin
- C. Most Handled Contacts
- D. Linear
- E. Shortest Average Handle Time
- F. Longest Available

Answer: A, D, F

QUESTION 330

How many skills may an agent have?

- A. 25
- B. 50
- C. No enforced limit.
- D. As many as the number of ports supported on the server.

Answer: B

QUESTION 331

What must be done before a supervisor can use the Cisco Agent Desktop? (Choose two)

- A. Install Realtime Reporting client.
- B. Install Historical Reporting client.
- C. Log on an ICD agent (non-supervisor).
- D. Configure a team via Cisco Desktop Administrator.
- E. Install and execute Cisco Agent Desktop for the supervisor.

Answer: C, E

Logging as a non supervisor agent is not necessary. On the other hand, executing the client software beforehand is needed. (page 15-39 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004)

QUESTION 332

Automatic Task buttons on the Agent Desktop are a feature to both IPCC standard and enhanced.

- A. TRUE
- B. FALSE

Answer: B

QUESTION 333

The Administrator is configuring the agent DC Directory user in CallManager to prepare for ICD configuration. Does the administrator check "CTI APPLICATION USE"?

- A. NO
- B. YES

Answer: B

QUESTION 334

Check the required steps to configure CallManager for ICD.

- A. Associate ICD extensions to the DC Directory user. Don't check ICD EXTENSION button.
- B. Associate ICD extensions to the RMJTAPI user. Check ICD EXTENSION button.
- C. Create JTAPI user (RMJTAPI)
- D. Associate the ICD extension to the CallManager (DC Directory defined) user that will be an Agent.

Answer: A, C, D

QUESTION 335

What queuing method selects an agent that has been in the READY state the most time?

- A. Circular
- B. Longest Available
- C. Shortest Average Holding Time
- D. Longest Average Holding Time
- E. Linear

Answer: B

QUESTION 336

Which of the following are components of ICD?

- A. Contact Service Queue
- B. TTS
- C. CRS Engine
- D. ASR
- E. Resource Manager
- F. IVR

Answer: A, C, E

QUESTION 337

What is the default backup time for historical reporting data for the CRS?

- A. 2 a.m.
- B. 4 a.m.
- C. 5 a.m.
- D. 11 p.m.

Answer: A

QUESTION 338

What type of data is available for Historical Reporting?

- A. ICD/call center statistics only.
- B. Application/IVR call processing statistics only.
- C. Detail statistics of all CRS contact information.
- D. Half-hour and five minute statistics for all CRS contact information.

Answer: A

QUESTION 339

Where do you access Historical Reports

- A. Through the Cisco CRS Historical Reports application on the CRS Server
- B. Through the TOOLS menu in CRS Administrator
- C. Through the REPORTS menu in CRS Administrator
- D. Through the Cisco CRS Historical Reports application on the PC

Answer: D

QUESTION 340

What step can be used to get the callers current position in queue?

- A. Get Reporting Statistic
- B. Get Queue Position
- C. Get Session Info

D. Get Enterprise Server Data

Answer: A

QUESTION 341

The agent states are:

- A. Talking
- B. Not Ready
- C. Ready
- D. Reserved
- E. Logged In
- F. Logged Out

Answer: A, B, C, D

QUESTION 342

Select the features available in IPCC Express (standard edition) that are available to supervisors.

- A. Silent Monitoring
- B. View Agent state (ready, talking, reserved, etC.
- C. Record an Agents conversation
- D. View ICD statistics
- E. Change Agent state
- F. Call and/or text chat with other agents

Answer: B, D, E, F

(page 15-9 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004)

QUESTION 343

Agents can only be assigned one skill.

- A. TRUE
- B. FALSE

Answer: B

QUESTION 344

What is the difference between the "Play Prompt" and "Extended Play Prompt" steps?

- A. "Extended Play Prompt" adds the capability to use variables for conditional testing on some of the properties that are fixed with the "Play Prompt" step
- B. "Extended Play Prompt" allows more choices for the Prompt Variable Types

C. "Extended Play Prompt" allows for longer recordings for, say, hold music

Answer: A

QUESTION 345

What step can be used to return data from LDAP for a user?

- A. DB Read
- B. Get User Info
- C. Get Contact Info
- D. Get Call Contact Info

Answer: B

QUESTION 346

What step can be used in a workflow to determine if the contact is ASR enabled?

- A. Get User Info step
- B. Set Contact Info step
- C. Get Call Contact Info step (it has an ASRP parameter)
- D. Get Contact Info step (it has an ASP supported attribute)

Answer: D

QUESTION 347

How can real-time statistics be reported?

- A. Using Cisco Agent Desktop Application
- B. Using Web Page Link from Call Manager
- C. Using Real Time Reporting Desktop Application
- D. Using Web Page Link from CRS Page

Answer: D

. (page 17-6 of "IPCC Express and IP IVR Deployment", Volume 2, Version 3.5, Student Guide. Copyright 2004)

QUESTION 348

Who can access Historical Reports?

- A. ICD Agents with the proper Skill assigned.
- B. Supervisors with Agents configured in a Team.
- C. Call Center Managers with Administrator Privileges.
- D. Call Manager users with CRS Historical Privileges defined.

Answer: D

QUESTION 349

A supervisor can intercept in which call scenario?

- A. any call an agent is on
- B. an ICD call that is in queue
- C. an ICD call which an agents puts on hold
- D. a direct ICD call being handled by an agent

Answer: A

"Call Intercept-Supervisors can move any call from any agent to themselves". A is the correct one. (

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_data_sheet09186a008017ffaa.html)

QUESTION 350

You are writing an application that needs to play a particular prompt on Mondays, using the Day of Week step. How many days of the week must be associates with connection outputs ?

- A. 0
- B. 1
- C. 7
- D. no restriction

Answer: C

QUESTION 351

For event triggered debugging , how do you start the debug session?

- A. in CRS Editor, select "start" from debug menu
- B. in CRS Editor , select "Reactive Application" from debug menu
- C. on CRS Application menu, select "Debugging " from the trace menu
- D. on the CRS Application menu, select "Start Trace" from th trace menu

Answer: B

QUESTION 352

The CRS Script Editor Pallet can be expanded by (Choose 2)

- A. Re-run setup and selecting more options from the crs setup program
- B. Use the Crs Software Developer kit (SDK) to create custom libraries
- C. Delete unused step librairies in the editor to allow for more steps to be added
- D. Buying new licensed feature , downloading the new license keys to the CRS server, re-rung SETUP and re-set up the CRS Editor to add new step libraries like the database or HTTP steps

Answer: B, D

B and D are the right replies. One can develop more steps or purchase licenses for new of "IPCC Express and IP IVR Deployment", Volume 1, Version 3.5, Student Guide. Copyright 2004)

QUESTION 353

Which two log can be used to verify the integrity of CRS Installation (Choose 2)?

- A. C:\LicCheck.log
- B. C:\CiscoJtapi.log
- C. C:\CiscoInstall.log
- D. C:\CiscoMIVR0001.log

Answer: C, D

QUESTION 354

What information does "show" command provide?

- A. CRS configuration data
- B. CRS System IP address only
- C. application running CRS
- D. CRS Memory statistics and windows diagnostic information

Answer: D