Exam: 9E0-851

Title: Customer Response Solution 3.0 Exam (CRS)

Ver: 02-16-06

QUESTION 1
In the Cisco IP Telephone architecture, what is the purpose of the Gateway?

A. Connect the enterprise IP Telephony network to the PSTNB. Stores configuration information and application
scripts for CRSC. Provides basic services for Voice over IP and manages gatewaysD. Allows designers to create,
modify, and debug CRS Application scripts.

Answer: A

QUESTION 2
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
Before sending an email you must create it.

QUESTION 3
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 reskill ICS agents and change skill competencies.

Answer: D

QUESTION 4
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\.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 withiPlanetLDAP 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 BackupUtility 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 5
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 6
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 DOSPrompt, thatcan take various arguments.
Important "show win" will show Windows Diagnostic information "show tech" will show all CRS installed modules.

QUESTION 7
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 8
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 9
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 secondaryCallManager'sIP address following the
primaries.

Answer: A

QUESTION 10
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 11
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: B

QUESTION 12
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 13
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 sessionhandled step.

E.The caller hangs up before reaching a session handled step.

Answer: B, D

QUESTION 14
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 Editorstepsto select agents.
D.Mapping a URL to invoke a CRS engine script.

Answer: D

QUESTION 15
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 inclasspath.

Answer: B, C

QUESTION 16
On the Prompt tab of the Menu Input step, what does the Barge in selection do?
A.Allows asubflowto 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 17
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 timeoutsoccurthe 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 18
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 theVocalizerTTS

application.

Answer: D

QUESTION 19
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 preprinted 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 20
The CTI port group is configured under which subsystem?
A.ICD
B.CMT
C.JTAPI
D.Application

Answer: A

QUESTION 21
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 22
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 23
What does the Email subsystem show InService?
A.When the engine is running.
B.When the JTAPI subsystem is InService.
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 24
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: C

QUESTION 25
Which subsystem needs to be configured before JTAPI triggers can be set to receive exclusively nonasrcalls?
A.ICD
B.Database
C.Cisco Media
D.Nuance ASR

Answer: A

QUESTION 26
CTI route points must be controlled by which CallManager user?
A.JTAPI
B.Agent
C.RMJTAPI
D.Supervisor

Answer: C

QUESTION 27
How do you debug an application with an Accept step?
A.Select Start from the Debug Pull Down, the call the trigger.
B.Select Step Over from the Debug pull down,Thencall the trigger.
C.Call thetrigger ,and when the workflow answer, select Start from the Debug pull down.
D.Select Reactive Application, then call the trigger and press F10 to step through the workflow.

Answer: A

QUESTION 28
Which CRS Subsystem manages the connection betweencallmanagersCTI manager and the CRSengine.
A.Media subsystem
B.JTAPI subsystem
C.Database subsystem
D.Application subsystem

Answer: B

QUESTION 29
What are two ways a call can be documented abandoned?
A.The agent hangs up on the caller.
B.The caller hangs up before reaching an agent.
C.The error in workflowpausesthe caller to be dropped.
D.The caller hangs up after reaching a sessionhandled step.
E.The caller hangs up before reaching a session handled step.

Answer: B, C

QUESTION 30
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 forsielentmonitoring and recordingofICDcalls in process.
C.Allows for customization of screen pop information and call workflows.
D.Allows ICD supervisor toreskillICD agents, and change skill competencies.

Answer: D

QUESTION 31
How do you backuptheLDAP database?
A.Copy the file c:\program files\WFAWIT\LDAP.datto a floppy.
B.Use the IP telephony application back up utility on the CRS server.
C.Copy the file C:\program files\wfawit\LDAP.datto a TFTP server.
D.Use the ip telephony applications backup utility on thecallmanagerserver.

Answer: B

QUESTION 32
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 33
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 34
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 35
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, B, E

QUESTION 36
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 37
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 primaryCCM'sccm.exe
D.The primaryCCM'sCTI Manager

Answer: A

QUESTION 38
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 39
Inorderto configure the CRS server, what must be done on the CallManager server?
A.Nothing unless a coresident install has been performed
B.AssociateCTIPortsand 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

QUESTION 40
What are the three Cisco Media channel types?
A.ASR
B.None
C.TTS
D.CMT
E.CTM

Answer: A, B, D

QUESTION 41
Where does one add the CTI Route Points?
A.In CallManager Administrator under Device > CTIPort
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 42
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 43
Name four CRS subsystems.

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

Answer: A, B, C, F

QUESTION 44
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 45
Which CallManager user is typically used to provide ICD functionality suchas
monitoringphones, controlling agent states and queuing calls.
A.Administrator
B.ICD
C.JTAPI
D.RMCM

Answer: D

QUESTION 46
When associating the CTI ports to the JTAPI user for CRS, what must be checkedin
orderfor 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 47
What step allows one to add comments to a script?
A.Comment
B.Annotate

C.REM
D.Label
E./* */

Answer: B

QUESTION 48
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 49
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 50
What does ICD enhance include? (Choose four)
A.Work state
B.Autoavailable
C.Priority queue
D.Historical report
E.Competence level
F.Skillbase routing
G.Script access to real time statistic

Answer: A, B, C, F

QUESTION 51
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: D

QUESTION 52
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 53
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 54
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: D

QUESTION 55
If the ICD agent's CallManager crashes, what happens to the ICD Agent 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 agent must relogin.
D.It makes the ICD agent "Not Ready" and the agent must restart the desktop to continue.

Answer: A

QUESTION 56
Which twp 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.CallSubflow
E.Day of Week

Answer: C, E

QUESTION 57
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: A

QUESTION 58
Which four features are available only to ICD Enhanced? (Choose four)
A.Bargein
B.Workstate
C.Recording
D.Silent monitor
E.Autoavailable
F.Realtimestatistics reporting
G.Script access to realtime statistics

Answer: B, C, D, E

QUESTION 59
When does an agent get an option to chat with another agent?
A.Anytime
B.Only during anXferscenario.
C.Only during a conference scenario.
D.When both agents are not in ready state.

Answer: C

QUESTION 60
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: B, C, D, E

QUESTION 61
When will a skillsbased 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 62
If the ICD agentscallmanagerclashes what happens to the ICD agents desktop?
A.Itrehomeswith the phone to the backupcallmanager.
B.It logs out the ICD agent and the agent mustreloginon the desktop.
C.It restarts the agent desktop software and the ICD agents mustrelogin.
D.It makes the ICD agent, "not ready" and the agent must restart the desktop to continue.

Answer: B

QUESTION 63
When is aconnectsteprequired in an ICD script?
A.after aSetPrioritystep
B.alwaysafter aSelectResourcestep
C.when the "No" Connect option in theSelectResourcestep is selected
D.when the "Yes" Connect option in theSelectResourcestep is selected

Answer: C

QUESTION 64
What step can be used in a workflow to determine if the contact is ASR enabled?
A.Get user Info step
B.SetcintactInfo 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 65
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 administratorpriviliges.
D.Call manager users with CRShostoricalpriviligesdefine.

Answer: A

QUESTION 66
On the prompt tab of the menu input step, what does theburgein selectiondo ?
A.Allows thesubflowto be triggered.

B.AllowsThesupervisor toburgein to the call during the menu step.
C.Allows an agent to listen to caller during their menu selection.
D.Allows the caller tointrrupthe prompt and press the available menu keys.

Answer: D

QUESTION 67
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 timesdefinrdin retries.
C.When the caller does not enter any digit before the initial timeoutvalueexpires.
D.When the caller hits the terminate key before entering the number of digits define in input length.

Answer: B

QUESTION 68
Check the supported platforms for CRS.
A.MCS78351000
B.MCS78151000
C.MCS78351133
D.MCS7825800
E.MCS78251000

Answer: A, C, D, E

QUESTION 69
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 70
ASR must be "trained" before it can be used.
A.TRUE
B.FALSE

Answer: B

QUESTION 71
TTS stands for?
A.Time to Shop

B.Text to Speech
C.Text to Speech System
D.Text to Speech Synthesis

Answer: B

QUESTION 72
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 73
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 toanother extension. The Redirect step produces four
output branches:SuccessfulCall successfully transferred to the specified extension.BusySpecified extension is busy and
the call cannot be transferred.InvalidSpecified extension does not exist.UnsuccessfulInternal failure of the redirectstep.

QUESTION 74
What is a benefit of usingsubflows?
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 75
What happens to any variables defined in a parent flow when asubflowis called?
A.Parent flow variable and their contact are not available to thesubflow

B.Parent flow variable and their contact are pass to thesubflowautomatically without being define to thesubflow

C.If thesubflowhas the parent flow variable define, their contact will be pass to thesubflowfor use but cannot be update

by thesubflowupon return to the parent flow

D.If thesubflowhas the parent flow variable define , their contact will be passed to thesubflowfor use and can be update

by thesubflowupon return to the parent flow

Answer: D

QUESTION 76
Which CRS subsystem manages the connection between the application server and the speech file?

A.Meditsubsystem

B.JTAPI subsystem

C.Database subsystem

D.Application subsystem

Answer: A

QUESTION 77
What level of control does asubflowhave on the overall contact?

A.Thesubflowcannot call additional or "nested"subflows.

B.Thesubflowcannot transfer the contact to another resource.

C.Thesubflowcannot terminate thecontact,this must be done in the parent flow.

D.Thesubflowhas full contact control and can perform any action that the parent flow can perform.

Answer: D

QUESTION 78
What step can speak a phrase from a variable equal to $1.23 as "OneDollar

and twentythree 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 79
Which stepsareASR 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 80
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 81
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 82
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 83
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 84
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 85
What happens if an attachment document cannot be found by the CRS Application when the Attach to Email step executes?
A.The Email 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 Email steps are ignored in the script.

Answer: C

QUESTION 86
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 87
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 88
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 89
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 90
Which CRS subsystem conveys call control messages to CallManager?
A.ICD subsystem
B.JTAPI subsystem
C.Database subsystem
D.Application subsystem

Answer: B

QUESTION 91
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 92
Which statement is true about the default script field when adding an application?
A.When a caller does not enter a choice en 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 thatusnot 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 93
Which two components are installed from the CRS Installer CD? (Choose two)
A.Serviceability
B.Language Pack
C.MS SQL Server
D.iPlanetWeb Server
E.Windows 2000 Server OS

Answer: A, B

QUESTION 94
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: B, C, D

QUESTION 95
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 prerecord WAV file type prompt to caller

Answer: C

QUESTION 96
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....thereceptianacknowledges receipt of the email

Answer: A, C

QUESTION 97
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: B, C, D

QUESTION 98
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 99
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:

QUESTION 100
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 DigitString step, with two exceptions. First, with the
Extended Get DigitString step, you can enter a Boolean expression for the Interruptibleand Clear DTMF Buffer on
Retry fields. Second, although the same limitsapply to both steps, most of the Extended Get Digit String propertiescan
be defined using variables or grammar expressions that can bechanged while the script is running.

QUESTION 101
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 CallUnholdstep is executed or the step is interrupted.

Answer: D

QUESTION 102
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:

QUESTION 103
Which three can the Subject field of the CreateeMailcontain? (Choose three)
A.Expression
B.Straight text
C.String variable
D.String constant
E.Email data types

Answer: A, B, C

QUESTION 104
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 isanJTAPI Call Control Group channel.
D.The contact is onanCisco Media Dialogue Group channel.

Answer: B

QUESTION 105
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 106
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 107
In the CRS Application Editor where do you start the debugger?
A.Toolbar
B.Step palette
C.Design window

D.Variable window

Answer: C

QUESTION 108
The CRS Script Editor Pallet can be expanded by: (Choose two)
A.Rerunning
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, rerunning
SETUP and resetting up the CRS Editor to add new step libraries like the database or HTTP steps.

Answer:

QUESTION 109
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
generatortypes:NumberCharacterSpellingDateTime
OrdinalCurrencyCountryLanguageTelephone NumberCredit Card NumberCredit Card Expiration Date

---

QUESTION 110
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 111
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 112
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 113
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 114
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 115
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 116
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 117
For nonevent 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 118
How do you debug an application with an Accept step?
A.Select Start from the Debug pull down,thencall the trigger.
B.Select Step Over from the Debug pull down,thencall 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.

Answer: B

QUESTION 119
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 120
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 121
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 122
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 withaODBC compliant database.

Answer: C, D

QUESTION 123
Which two does CRS Serviceability support? (Choose two)
A.email notification
B.pager notification
C.CiscoWorks2000
D.Syslogerror reporting

Answer: C, D

QUESTION 124
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: B

QUESTION 125
In the Cisco IP Telephony architecture, what are two purposes of the Cisco Agent Desktop software?
(Choose two)
A.Provides ICD realtime
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: C, D

QUESTION 126
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 127
Is there an EXTENDED GET DIGIT STRING step?
A.TRUE
B.FALSE

Answer: A

QUESTION 128
What agent state means an agent is ready to accept a call?

Answer: ready

QUESTION 129
List the additional features available to supervisors when using IPCC Express (enhancededition).
A.Intercept
B.BargeIn
C.Change agent states
D.Chat with agents
E.Silent Monitoring
F.Record

Answer: A, B, E, F

QUESTION 130
How many Enterprise Data fields are available to CRS applications?
A.230
B.255
C.256
D.231

Answer: D

QUESTION 131
What determines where an incoming call is placed in a queue?
A.ACD Queue
B.Queue
C.ICD Queue
D.CSQ

Answer: D

QUESTION 132
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

Answer: B

QUESTION 133
How does one install the Historical Reporting application?
A.From CRS Server CD #5
B.In Call Manager 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 134
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 135
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 136
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 137
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 138
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: B

QUESTION 139
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 140
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.Dequeuestep 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 141
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 142
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 143
In a workflow, if using the SetEnterpriseServer Data step, it must come after what step?
A.Set Priority
B.Get Contact Info
C.Select Resource
D.GetEnterpriseData

Answer: C

QUESTION 144
What time frame can Real Time CRS Reports span?
A.Last half hour
B.Last five minutes
C.Current information only
D.Current information sincemidnight

Answer: C

QUESTION 145
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 anciscomedia dialogue group channel

Answer: B

QUESTION 146
What must be done before a supervisor can use the full feature of the Cisco supervisor desktop?
A.Install real time reporting client
B.Installhistorialreport client
C.Log on an ICD agent (nonsupervisor)
D.Config a team via Cisco Desktop Administrator
E.Install an execute Cisco Agent Desktop for the supervisor

Answer: D, E

QUESTION 147
CRS 2.2 scripts can not be automatically converted to 3.0 scripts.
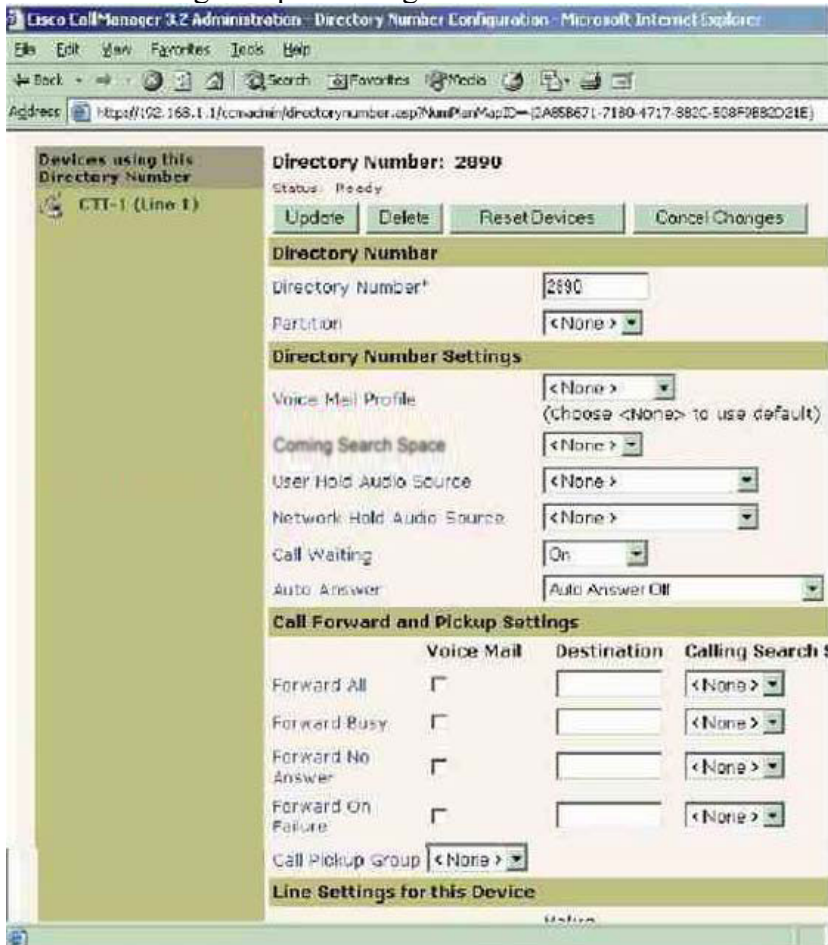A.TRUE
B.FALSE

Answer: B

QUESTION 148
Where are the CRS configuration and the repository stored?
A.On a subscription instance of theCallManager'sDC directory
B.In its own proprietary file format on the CRS server
C.On a publisher database on the CRS server

Answer: A

QUESTION 149
Is the following CTI port configuration correct for a CRS server?

A.FALSE

B.TRUE

Answer: A

QUESTION 150
Name the valid LDAP directories usable by CRS Server.
A.iPlanetLDAP
B.DC Directory
C.Novell LDAP
D.Microsoft Active Directory
E.Netscape LDAP

Answer: A, B, D

QUESTION 151
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 152
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 153
What step allows thefollowing:
Say "Sales" for thesalesdepartment
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 154
Use the _____ step to cause the application script to jump to a specific label.

Answer: goto

QUESTION 155
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 156
Whatstep willinstantiate a new Java object (class)?
A.Create Java Method
B.Execute Java Method
C.Execute Java Object
D.Create Java Object

Answer: D

QUESTION 157
The RECORDING step can record in G.711 and G.729.
A.FALSE
B.TRUE

Answer: A

QUESTION 158
What step transfers a call to another extension?
A.Call Redirect
B.Connect
C.Select Resource
D.Redirect
E.Place Call

Answer: A

QUESTION 159
ASR stands for
A.Authentic Speech Recognition
B.Automatic Speech Recognition
C.Action Sports Recliner
D.Automatic Speech Recording

Answer: B

QUESTION 160
A variable of type PROMPT assigned the valueSP[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 161
The JTAPI provider is the IP address of the _____.
A.Publisher
B.CRS Server
C.CallManager
D.CTI Manager

Answer: C

QUESTION 162
Where are the prompt folders configured?
A.System Parameters
B.Engine Configuration
C.Cisco Media subsystem
D.Application Configuration

Answer: A

QUESTION 163
In order for agents to receive calls for a nonskillsbased
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 164
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 165
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 166
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 167
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 168
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 169
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.NWLinkIPX/SPK

Answer: A

QUESTION 170
When is a Connect step required in an ICD script?
A.After aSetPrioritystep.
B.Always after aSelectResourcestep.
C.When the "No" Connect option in theSelectResourcestep is selected.
D.When the "Yes" Connect option in theSelectResourcestep is selected.

Answer: C

QUESTION 171
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.SetEnterpriseServer Data
D.GetEnterpriseServer Data

Answer: D

QUESTION 172
Which types of contacts can ICD agents process?
A.HTTP
B.JTAPI
C.Email
D.JAVA

Answer: B

QUESTION 173
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 174
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 175
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 176
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 177
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 178
Which twoMIBsare provided for CRS SNMP support? (Choose two)
A.SYSAPPLMIB
B.CISCOCRSMIB
C.CISCOCCMMIB
D.CISCOVOICEAPPSMIB

Answer: A, D

QUESTION 179
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 180
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 181
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\wfavvidfolder on the CRS Server.
C.On the CallManager Publisher Server's LDAP of the Cluster.
D.In the C:\Program Files\wfavvid\script folder on the CRS Server

Answer: C

QUESTION 182
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 183
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 184
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 185
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 186
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 187
Which step can be used to trap runtime script errors, and recover gracefully?
A.Set
B.CallSubflow
C.On ExceptionGoto
D.Get Reporting Statistics

Answer: C

QUESTION 188
What is the correct order of steps for loading CRS scripts?
A.Validate script, save script, refresh script,uploadto LDAP Repository.
B.Save script, validate script, upload to LDAP Repository,refreshscript.
C.Save script, upload to LDAP Repository, validate script,refreshscript.
D.Validate script, save script, upload to LDAP Repository,refreshscript.

Answer: D

QUESTION 189
What step is used to perform the actual transfer of an email

message to the Internet?
A.SendeMail
B.eMail
C.CreateeMail

Answer: A

QUESTION 190
Is the following performance scenario supported on an MCS78351266?
(Equals 1266 points) 100IVRPortsand 20 agents on an MCS78351266 (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
A.Yes because the total performance points are less than the total server points
B.No because the total performance points are more than 50% of the total server points

Answer: C

QUESTION 191
The Cisco MCS7815 is a supported server for small IPCC Express installations with
lessthan 50 IVR ports and 10 agents (no ASR or TTS).
A.FALSE
B.TRUE

Answer: A

QUESTION 192
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 193
All Trace Files are turned on by default. Old entries are deleted after 1 week.
A.FALSE
B.TRUE

Answer: A

QUESTION 194
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, C, E

QUESTION 195
IVR is a telephony technology used to automate call handling by interacting with
callers.
A.True
B.False

Answer: A

QUESTION 196
Windows 2000 server must be purchased and installed separately for a CRS install.
A.TRUE
B.FALSE

Answer: B

QUESTION 197
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 thesubflowbecause the debugger can't step into asubflow
A.Executes the script in thesubflow, but debugger does not step into thesubflowscript
B.Executes the script in thesubflow, and steps into thesubflowscript only if thesubflowscript

Answer: B

QUESTION 198
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 199
IPCC Express can not perform screen pops of legacy applications, such as an
MSDOS
based application (running in Windows in a DOS window.)
A.FALSE
B.TRUE

Answer: A

QUESTION 200
Which report will give a summary of agent activities?
A.Agent Activities
B.Agent Summary
C.Agent Detail

Answer: B

QUESTION 201
It is within best practices to have 9 menu options.
A.TRUE
B.FALSE

Answer: B

QUESTION 202
The GET DIGIT STRING step is playing a prompt. The caller is impatient and
pressesthe 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" isYES,
"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 203
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 204
What step is automatically added to a script?
A.Start
B.End
C.Accept

Answer: A

QUESTION 205
Pick the true statements regarding Call Control Groups.
A.An application can be assigned to a Call Control Group or directly to aCTI 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 206
When debugging a reactive script, check the true statements.
A.The script name in the "Application File Name" property box is casesensitive
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 casesensitive
D.The script name in the "Application File Name" property box must match the script configured in the CRA Administrator.

Answer: A

QUESTION 207
Which two steps perform logical operations? (Choose two)
A.Goto
B.If step
C.Switch step
D.CallSubflow

Answer: B, C

QUESTION 208
What type of transfer does the Call Redirect step perform?
A.Call Pickup
B.Conference
C.Blind Transfer
D.Consult transfer

Answer: C

QUESTION 209
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 210
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 211
In which palette is the Call Redirect step?
A.ICD
B.Contact
C.Session
D.Call Contact

Answer: D

QUESTION 212
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 213
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 214
The GET DIGIT STRING step is playing a prompt. The caller is impatient and presses
the9 key while the prompt is being spoken.Then types in "1234#" as the input.Whatwill
thevalue 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 215
.The END step is automatically added to the end of a script.
A.FALSE
B.TRUE

Answer: A

QUESTION 216
A variable of type PROMPT assigned the valueP[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 217
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 218
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 219
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 CallSubflowstep is executed.
D.When the Database Resource is released with the DB Release step.

Answer: D

QUESTION 220
Which step must be executed before a DB Get step?
A.Accept
B.DB Read
C.DB Write
D.DB Release

Answer: B

QUESTION 221
If DB Get is done after a DB read that return 0row, which branch of the DB get step will be executed?
A.no data
B.time out
C.SQL error
D.Successful

Answer: A

QUESTION 222
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 fiveminite, real time statistic

Answer: A

QUESTION 223
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 224
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 225
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 226
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 227
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 aresultSetreferenced by a DB Resource Name.
D.In aresultSetreferenced by a variable if type long.

Answer: C

QUESTION 228
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 229
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 applicationcontrol redirection.

Answer: D

QUESTION 230
What step can be used to return datafromLDAPfor a user?
A:DB Read
B:Get User Info
C:GetContactInfo
D:Get Call Contact Info

Answer: A

QUESTION 231
The attachto email step has which two branches?
A: Failed
B: Invalid
C: Successful
D: Connection not available

Answer: A,C

QUESTION 232
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 233
CTI route points must be controlled by which CallManager user?
A.JTAPI
B.Agent
C.RMJTAPI
D.Supervisor

Answer: C

QUESTION 234
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 235
You do not need the PLAY PROMPT step when you use the GET DIGIT STRING step,
ithas one builtin.
A.TRUE
B.FALSE

Answer: A

QUESTION 236
The DECREMENT step stops decrementing an integer when it reaches a value of zero(0).
A.TRUE
B.FALSE

Answer: B

QUESTION 237
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 238
The pound (#) and star (*) keys can be used as MENU step inputs.
A.TRUE
B.FALSE

Answer: A

QUESTION 239
The GET DIGIT STRING step prompts the user to enter their 4digit PIN number
followedby the # key. What should the input length field be? (typethe number that
representsthe correct answer.)

Answer: 5

QUESTION 240
Which step allows a caller to type in keys as a means of inputting a name, such as a last name?
A.Numeric to Alpha
B.Name to User
C.Alpha to Numeric
D.User to Name

Answer: B

QUESTION 241
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 242
What does IVR stand for?
A.IntractiveVoice Response
B.Interviewed Voice Response
C.Interactive Voice Response

Answer: C

QUESTION 243
CRS 3.0 comes packaged with a floppy diskette with the license file on it.
A.FALSE
B.TRUE

Answer: A

QUESTION 244
How would one increase the value of a variable by two?
A.Use the "Increment" step, specifying 2 in thecustomizer
B.Use two "Increment" stepsone
right after the other
C.Use the "Set" step

Answer: B, C

QUESTION 245
Installing without a license allows 2 IVR ports, 1 agent phone and 1 supervisor phone.
A.TRUE
B.FALSE

Answer: B

QUESTION 246
Each CRS server can serve one IVR script to callers.
A.FALSE
B.TRUE

Answer: A

QUESTION 247
An agent is able to play back and organize files he/she recorded?
A.FALSE
B.TRUE

Answer: A

QUESTION 248
Where does one define who is a supervisor?
A.Desktop Administrator
B.CallManagerDCDirectory Configuration
C.CRS Administration Web Pages
D.Supervisor Desktop. Login first time as admin/admin then define other supervisors

Answer: A

QUESTION 249
A supervisor schedules a report every night at3amin the Historical Reports
application. The application is installed on the supervisor's PC. When the supervisor
checksthe reports in the morning, nothing seemed to happen. What is the mostlikely
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 250
A supervisor can only monitor or record conversations of agents that are connected to

thesame physical LAN switch.
A.FALSE
B.TRUE

Answer: A

QUESTION 251
You created a new prompt for an application script you are developing. Where do youput 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 managementManagement.

Answer: C

QUESTION 252
.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 253
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 254
The REQUIRED email
steps are:
A.Attach toeMail
B.CreateeMail
C.SendeMail

Answer: B, C

QUESTION 255
The system administrator is configuring the RMJTAPI DC Directory User in
CallManager to make the ICD extensions available to the CRS engine.Does the

administratorchoose 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 256
The Cisco Agent Desktop from IPCC Express is compatible with the agent desktop of
theIPCCEnterpriseproduct.
A.TRUE
B.FALSE

Answer: B

QUESTION 257
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 258
Which statement is true for the Set Priority step, when changing the priority of a call?
A.It changes the priority of calls on thelasCSQ that the call was queued for.
B.It changes the priority of the call for allCSQsthat 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 allCSQsfor which it is queued. Thepriority of the contact can be set or
changed at any
time during theexecution of the script. All calls have a default priority of 1.

QUESTION 259
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: A

QUESTION 260
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: C

QUESTION 261
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 restarted,
it will prompt the user to run all missed reports automatically.

Answer: D

QUESTION 262
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 263
The email contacts concept will allow the CRS system to accept incoming email
from acontact and trigger an IVR script.
A.FALSE
B.TRUE

Answer: A

QUESTION 264
The following diagram shows thecustomizerscreen for the "Attach toeMail" 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 attachmentnot
the attachment file itself.

Answer: A

QUESTION 265
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 266
What is the required amount of memory to install CRS on an MCS7835?
A.640KB
B.512MB
C.2GB
D.256MB
E.1GB

Answer: E

QUESTION 267
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 268
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 269
What must be done before a supervisor can use the Cisco Agent Desktop? (Choose two)
A.InstallRealtimeReporting client.
B.Install Historical Reporting client.
C.Log on an ICD agent (nonsupervisor).

D.Configure a team via Cisco Desktop Administrator.
E.Install and execute Cisco Agent Desktop for the supervisor.

Answer: C, E

QUESTION 270
Automatic Task buttons on the Agent Desktop are a feature to both IPCCstandard andenhanced.
A.TRUE
B.FALSE

Answer: B

QUESTION 271
The Administrator is configuring the agent DC Directory user in CallManager to preparefor ICD configuration. Does the administrator check "CTI APPLICATION USE"?
A.NO
B.YES

Answer: B

QUESTION 272
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 273
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 274
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 275
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 276
What type of data is available for Historical Reporting?
A.ICD/call center statistics only.
B.Application/IVRcallprocessing statistics only.
C.Detail statistics of all CRS contact information.
D.Halfhour
and five minute statistics for all CRS contact information.

Answer: A

QUESTION 277
Where do you access HistoricalReports
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 278
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.GetEnterpriseServer Data

Answer: A

QUESTION 279
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 280
Select the features available in IPCC Express (standard edition) thatareavailable 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, F

QUESTION 281
Agents can only be assigned one skill.

A. TRUE
B. FALSE

Answer: B

QUESTION 282
What is the difference between the "PlayPrompt" 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 283
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 284
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 285
How can realtime 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 Serviceability CRS Page

Answer: C

QUESTION 286
Who can access Historical Reports?
A.ICD Agents with the proper Skill assigned.
B.Supervisors with Agents configured in a Team.
C.CallCenterManagers with Administrator Privileges.
D.Call Manageruserswith CRS Historical Privileges defined.

Answer: D

QUESTION 287
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: D

QUESTION 288
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 289
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" fromthtrace menu

Answer: B

QUESTION 290
The CRS Script Editor Pallet can be expanded by (Choose 2)
A.Rerun setup and selecting more options from the crs setup program
B.Use theCrsSoftware Developer kit (SDK) to create custom libraries
C.Delete unused step libraries 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, rerun
SETUP and reset up the CRS Editor to add new step libraries like the database or HTTP steps

Answer: B, C

QUESTION 291
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 292
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