

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

Which two files are used to deploy Finesse custom gadgets? (Choose two.)

- A. Python
- B. CSS
- C. JSON
- D. JavaScript
- E. C++

Correct Answer: CD

QUESTION 2

Where must a Dialed Number be mapped within CCE?

- A. Call Type, which in turn points to a scheduled Routing Script
- B. Precision queue
- C. Skill group
- D. Media Server

Correct Answer: A

QUESTION 3

Which two nodes on the PCCE/UCCE script are responsible for routing calls to the VRU? (Choose two.)

- A. Run VRU Node
- B. Send to VXML
- C. GS,Server,V
- D. Send to VRU
- E. CUCM

Correct Answer: DE

QUESTION 4

What is referred to as a switch leg on CVP?

- A. Script request from CVP to UCCE/PCCE
- B. Ingress SIP call leg from Ingress gateway to CVP
- C. Ringtone call from CVP to WB
- D. Agent call initiated by CVP

Correct Answer: B

QUESTION 5

What are two operations supported by the Agent Bulk Import Tool? (Choose two.)

- A. Update
- B. Create
- C. Add
- D. Subtract
- E. Replace

Correct Answer: AB

QUESTION 6

Where is the RTP connected to the Ingress Gateway at different stages of the call?

- A. Ingress Gateway and CVP
- B. Ingress Gateway and Agent Phone
- C. Ingress Gateway and CUCM
- D. Ingress Gateway and UCCE/PCCE Router

Correct Answer: B

Reference: <https://www.cisco.com/c/en/us/support/docs/voice/call-routing-dial-plans/98614-pstn-cvp-callflow.html>

QUESTION 7

Which Routing Script logic helps to invoke the Post Call Survey successfully?

- A. If the script completes after going to an Agent, the call is directed to the Post Call Survey dialed number.
- B. To offer the PCS for all incoming DN's, there is no need to explicitly set the variable in the Main script. It is set to n by default.
- C. If the script completes without going to an Agent, the call is directed to the Post Call Survey dialed number.
- D. To offer the PCS for specific incoming DN's, the variable needs to be set in the Main script explicitly as n.

Correct Answer: C

QUESTION 8

How many roles are available to be assigned to a CUIC user?

- A. 5
- B. 6
- C. 7
- D. 8

Correct Answer: C

QUESTION 9

What are two requirements for MTP configuration in Mobile Agent? (Choose two.)

- A. Hardware-based MTPs in Cisco IOS gateway is cost-efficient than software-based MTPs in Cisco IOS gateway.
- B. Synchronization between servers and clients is needed.
- C. CTI ports use out of band DTMF, and SIP trunks use RFC2833 in-band DTMF.
- D. MTP resource is required to convert mobile agent out of band and CVP in-band signaling.
- E. Software-based MTPs using the Cisco IP Voice Media Streaming Application is supported.

Correct Answer: CD

QUESTION 10

Which device access is needed to manage agent phones for UCCE/PCCE?

- A. CUCM Admin
- B. CCE Web Admin tool
- C. Config Manager tool
- D. Finesse Admin

Correct Answer: A

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