

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

What are two use cases of the PCCE Bulk Import Tool? (Choose two.)

- A. changes to an individual outbound dialer record
- B. create API usage for plugins
- C. changes to a Script record
- D. create multiple new Agents
- E. Agent Skill Groups change between shifts

Correct Answer: DE

QUESTION 2

What are two descriptions for JNDI? (Choose two.)

- A. a method for querying and updating data in a database
- B. designed to be independent of any specific directory service implementation so a variety of directories can be accessed
- C. a script that provides call routing
- D. an API that defines how a client may access a database
- E. an API that provides naming and directory functionality to applications

Correct Answer: BE

QUESTION 3

What are two Bulk Import Tool '\\Template\\' Options to perform Administration Tasks? (Choose two.)

- A. Call Type
- B. Extended Call Variable
- C. Call routes
- D. Skill Groups
- E. User

Correct Answer: AD

QUESTION 4

How is Mobile Agent implemented?

- A. Both CUCM based and CTIOS silent monitoring are supported for Mobile agent silent monitoring.
- B. Remote CTI Port DN is used by the agent at login and is where callers are routed when this agent is selected.
- C. Both RCP and LCP CTI ports are linked with PG and Call control for those ports are provided by PG through JTAPI to CM.
- D. Local CTI Port is good enough for logged-in Mobile Agent and full functionality.

Correct Answer: B

QUESTION 5

Which two ways are Finesse gadgets deployed? (Choose two.)

- A. The host supporting gadgets must be accessible by both the Agent PC and the Finesse Server.
- B. Finesse Gadgets must be uploaded only to the primary Finesse Server.
- C. The 3rdpartygadget password and the file upload must be hosted on a separate server.
- D. Finesse Administration changes require a new login or Reset Layout in order to access changes.
- E. The file permissions only need to set for Read for Public Permissions.

Correct Answer: AD

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

What is the role of a private network in UCCE/PCCE?

- A. provides configuration updates from Logger to AW
- B. keeps each side of the duplex pair in sync
- C. replicates data from PG to Router
- D. communicates with the public network

Correct Answer: B

QUESTION 8

When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVR This Label, along with a unique correlation ID, is delivered to CVR What does CVP do next?

- A. It delivers this String via SIP invite to the Virtual Voice Browser.
- B. It defers this string via HTTPS to the Virtual Voice Browser.
- C. It delivers this string via HTTP to the Virtual Voice Browser.
- D. It does not deliver this information to vvb.

Correct Answer: A

QUESTION 9

What are two conditions in which PCS legs get invoked? (Choose two.)

- A. If Router Re-query is misconfigured and the Ring-No-Answer timeout expires, the caller is still transferred to the Post Call Survey DN. This can occur if a Queue node is used and Enable target re-query is checked.
- B. The Post Call Survey DN is called if the Unified CVP has received at least one CONNECT message from CCE (either from the VRU leg or the Agent's leg). Use the END node in the CCE routing script if the Post Call Survey is not required for the calls disconnected from the IVR.
- C. If Router Re-query is misconfigured and the Ring-No-Answer timeout expires, the caller is still transferred to the Post Call Survey DN. This can occur if a Queue node is used and Enable target re-query is not checked.

D. The Post Call Survey DN is called if the Unified CVP has received at least one CONNECT message from CCE (either from the VRU leg or the Agent's leg). Use the Release node in the CCE routing script if the Post Call Survey is not required for the calls disconnected from the IVR.

E. The correct call route is configured through the Call Manager server.

Correct Answer: AB

QUESTION 10

What are two descriptions for the CUIC database? (Choose two.)

- A. A Voice Operating System (VOS) installs a MySQL database as part of the base platform installation.
- B. The CUIC runs its own MySQL database storing users, roles, permissions, and report templates.
- C. Database purge schedule can be controlled or changed through the command-line interface.
- D. The CUIC database sets up the enterprise replication among all participating nodes.
- E. Data in the CUIC database is replicated every 10 seconds to sync up all participating nodes' changes.

Correct Answer: BC

QUESTION 11

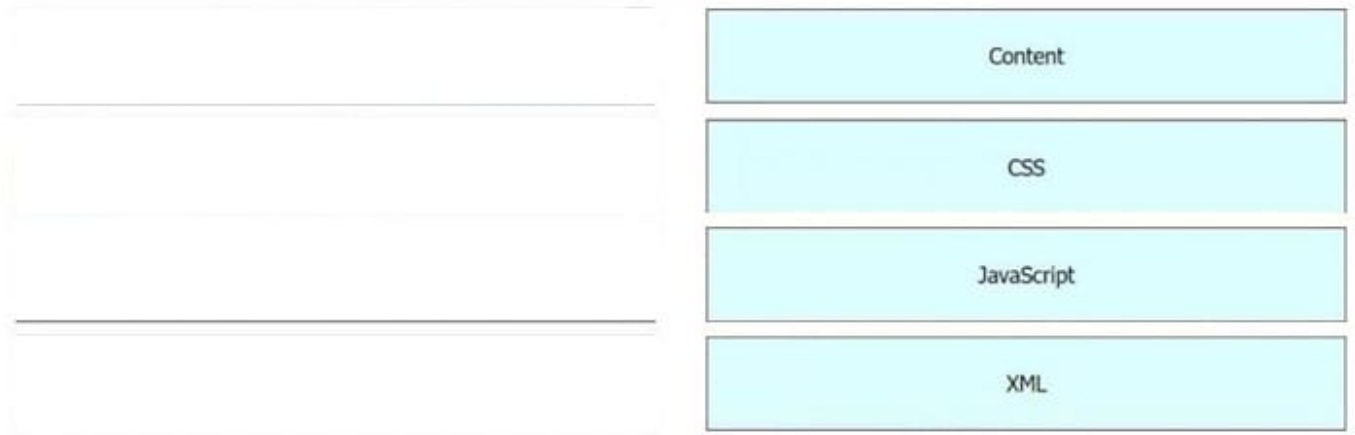
DRAG DROP

Drag and drop the item from the left onto the definition on the right.

Select and Place:

JavaScript	This file provides the gadget's core functionality and is the only file required to deploy a gadget.
XML	This file defines the style used to display and define the layout for the gadget.
CSS	This file supports dynamic behavior within the gadget to support interaction with the Agent.
Content	Specifies the programming logic and HTML elements of the gadget to define how the gadget is rendered.

Correct Answer:



QUESTION 12

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

QUESTION 13

Which two data sources are created in CUIC by default once the installation is completed? (Choose two.)

- A. CUIC Data Source
- B. Live Data Streaming Data Source
- C. Real-Time Streaming Source
- D. HDS Data Source
- E. CVP Reporting Data Source

Correct Answer: AB

QUESTION 14

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

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

Correct Answer: C

QUESTION 15

What are two elements in the Call Studio application to collect Caller Response? (Choose two.)

- A. Digital tone elements capture a single digit.
- B. Digits elements capture a single digit.
- C. Menu Elements capture a string of numerical digits.
- D. Menu Elements capture a single digit.
- E. Digits elements capture a string of numerical digits.

Correct Answer: AB

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