

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

Which two call transfers are supported in PCCE Deployments? (Choose two.)

- A. SRTP Refer
- B. Release VXML Trunk Transfer
- C. CCE Managed Transfer
- D. CUCM Destination Transfer
- E. SIP Refer

Correct Answer: CE

QUESTION 2

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 3

What are two stock or customized views that are available for the CUIIC reports? (Choose two.)

- A. HTML View
- B. XML View
- C. Gantt View
- D. Pie Chart View
- E. Bar Chart View

Correct Answer: DE

QUESTION 4

What are two CUIIC stock reports that are able to be downloaded from Cisco.com? (Choose two.)

- A. CCE_AF_Historical
- B. CCE_License
- C. CCE_TR_License
- D. CCE_AR_Historical
- E. CCE_TF_Historical

Correct Answer: AD

QUESTION 5

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

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

Correct Answer: C

QUESTION 6

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 7

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 8

What are two ways to access UCCE/PCCE Servers? (Choose two.)

- A. ICA
- B. Web browser to access Web Administration tool
- C. RAW
- D. Secure Shell (SSH) v1
- E. Microsoft RDP

Correct Answer: BD

QUESTION 9

When an Agent's status turns Ready, which two components help notify the CCE Router about this new status? (Choose two.)

- A. SPOG
- B. Agent PG/CTIServer
- C. AW DB
- D. IDS
- E. Finesse

Correct Answer: BE

QUESTION 10

What are two descriptions of permissions for a CUIC user or administrator? (Choose two.)

- A. The initial and default super user is the System Application User who is configured during installation has permission to do everything, including creating additional super users.
- B. After new super users are added to the Administration console, the super user initially created during installation can be deleted.
- C. Any user assigned to the System Application User can access the administration console.
- D. All of the administrative tasks of the Cisco Unified Intelligence Center solution can be administered from within OAMP.
- E. The super users can manage the CUIC system like Cluster Configuration, Control Center, and Tools from any server nodes.

Correct Answer: AD

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