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Vendor:Cisco

Exam Code:500-443

Exam Name:Advanced Administration and Reporting
of Contact Center Enterprise (CCEAAR)

Version:Demo

QUESTION 1

What is the role of CVP in UCCE/PCCE?

- A. interface between CUBE and UCCE/PCCE
- B. queuing and self-service IVR
- C. call routing brain of PCCE/UCCE
- D. plays IVR Prompts to Callers

Correct Answer: B

QUESTION 2

What are two mandatory ICM AW configurations to get the PCS working properly? (Choose two.)

- A. Configure the Survey DN, CT and associate with the Survey routing script.
- B. Set "user.microapp.isPostCallSurvey" to y after either the label node or the Queue to Skillgroup/PQ node in the initial incoming DN routing script logic.
- C. Set "user.microapp.isPostCallSurvey" to n before either the label node or the Queue to Skillgroup/PQ node in the initial incoming DN routing script logic.
- D. Create a new call type for Post Call Survey, map incoming dialed number to a survey dialed number pattern, and associates the survey dialed number patterns to the survey call type.
- E. Create a new call type for Post Call Survey, map survey dialed number pattern to the incoming dialed number, and associate the incoming dialed number patterns to the survey call type.

Correct Answer: AB

QUESTION 3

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 4

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 The CVP delivers this string via SIP invite to the Virtual Voice Browser (WB). At this point, which two actions does the WB take? (Choose two.)

- A. The WB will check if a media server is set up or not.
- B. The WB will drop the call.
- C. The WB will ask the ICM script for instruction.
- D. The comprehensive WB script will initiate an RTP session between the Ingress Gateway and an allocated WB
- E. It invokes a comprehensive application in the Virtual Voice Browser.

Correct Answer: CD

QUESTION 5

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 6

What are two ways a Database Action Element is configured in the Call Studio application? (Choose two.)

- A. JNDI name (include the jdbc/ portion)
- B. CUCM Query

C. SQL Query

D. JNDI Context

E. SQL Type (Insert, Update, Single, Multiple)

Correct Answer: AC

QUESTION 7

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:

	Content
	CSS
	JavaScript
	XML

QUESTION 8

What is the URL to access VVB Admin?

- A. <https://vvb>
- B. <https://cceedmin>
- C. <https://appadmin>
- D. <https://ccmadmin>

Correct Answer: A

QUESTION 9

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 10

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 11

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 12

A report definition user is trying to delete an existing definition but fails. What is the cause?

- A. Another user is editing the report at the same time.
- B. The Report Definition has an incorrect Data Source configured.
- C. The user does not have Read permission for this definition.
- D. The Report Definition is being used with an existing report.

Correct Answer: D