

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

What are two steps to enable database access on a CVP VXML Server to implement Database lookup using VXML? (Choose two.)

- A. Clear the database for duplicates.
- B. Restart the Tomcat service on SQL Server.
- C. Install a compatible ODBC driver.
- D. Add the JNDI Context configuration.
- E. On an SQL Server, create an SQL user for JNDI reference.

Correct Answer: DE

Reference: <https://www.orourke.tv/web/doku.php?id=vendors:cisco:uc:cvp:jndi-cvp#:~:text=%20Enable%20database%20access%20on%20your,database%20connection%20to%20the%20context.>

QUESTION 2

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 3

What are two ways to access the Bulk Import Tool? (Choose two.)

- A. SPOG
- B. CUCM
- C. Bulk Import Webpage
- D. CCE Web Administration
- E. ICMDBA

Correct Answer: AC

QUESTION 4

What are two core components of PCCE? (Choose two.)

- A. CVP Call/VXML Server
- B. Agent PG A and B side
- C. Cisco ECE Services Server
- D. CVP Reporting Server
- E. Cisco ECE Web server

Correct Answer: AB

QUESTION 5

In PCCE 12k, what are two options to manage payloads? (Choose two.)

- A. a custom payload is created during the installation
- B. ECC Variables where Default Payload is the only option and all new ECC Variables are automatically added to the Custom Payload
- C. delete the default payload and rebuild with the same members
- D. ECC Variables where Custom payloads are added and new ECC Variables must be manually assigned to the appropriate payload
- E. a default payload is created during the installation

Correct Answer: AD

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