

# 500-443<sup>Q&As</sup>

Advanced Administration and Reporting of Contact Center Enterprise  
(CCEAAR)

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**QUESTION 1**

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

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**QUESTION 2**

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

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**QUESTION 3**

What are two ways the Call Studio Application is built or executed? (Choose two.)

- A. VXML Server and Virtual Voice Browser execute the VXML application to provide service to the caller.
- B. Upload the Call Studio project to the Virtual Voice Browser (WB) server, where it resides as an application.
- C. The project is built using WB.
- D. The project is built using Call Studio.
- E. VXML Application can be called up via a CCE Routing Script using the Send to VRU Script node.

Correct Answer: AE

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**QUESTION 4**

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

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**QUESTION 5**

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

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