

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

Which two roles does the CUIC play in UCCE/PCCE? (Choose two.)

- A. web-based reporting platform
- B. real-time data reporting
- C. log collection tool for PCCE
- D. completes configuration changes on PCCE
- E. SSH Server for SFTP

Correct Answer: AB

QUESTION 2

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 3

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 4

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

QUESTION 5

What are the two required parameters to increase the default logout timer in Mobile Agent nailed connection mode in CUCM? (Choose two.)

- A. Enable the timer entirely.
- B. Increase the Maximum Call Duration Timer setting.
- C. Disable the timer entirely.
- D. Increase the agent logout setting.
- E. Enable the timer partially.

Correct Answer: AD

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