

500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

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

QUESTION 2

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 3

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 4

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 5

Which two ways are Finesse gadgets deployed? (Choose two.)

- A. The host supporting gadgets must be accessible by both the Agent PC and the Finesse Server.
- B. Finesse Gadgets must be uploaded only to the primary Finesse Server.
- C. The 3rdpartygadget password and the file upload must be hosted on a separate server.
- D. Finesse Administration changes require a new login or Reset Layout in order to access changes.
- E. The file permissions only need to set for Read for Public Permissions.

Correct Answer: AD

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