500-443$^{Q\&As}$

Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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QUESTION 1

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

QUESTION 2

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 3

Which two components exchange data between Expanded Call Context Variables? (Choose two.)

A. CCE and Finesse

B. CVP and Finesse

C. Finesse and VXML Server

D. CUCM and PCCE

E. CCE and CVP

Correct Answer: BE

QUESTION 4

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 5

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

QUESTION 6

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

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D. CVP Reporting Server

E. Cisco ECE Web server

Correct Answer: AB

QUESTION 7

Which two nodes on the PCCE/UCCE script are responsible for routing calls to the VRU? (Choose two.)

A. Run VRU Node

B. Send to VXML

C. GS,Server,V

D. Send to VRU

E. CUCM

Correct Answer: DE

QUESTION 8

On which server is the Bulk Import Tool run?

A. Primary Administration

B. Administrator Client

C. HDS-DDS

D. Primary Administration and Data Server

Correct Answer: A

QUESTION 9

What are two stock or customized views that are available for the CUIC reports? (Choose two.)

A. HTML View

B. XML View

C. Gantt View

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D. Pie Chart View

E. Bar Chart View

Correct Answer: DE

QUESTION 10

What is the first step for CCE to dynamically allocate a label?

A. The WB engine service should be in Service.

B. The Dialer should be configured.

C. An agent needs to log in.

D. CVP Call service needs to be restarted.

Correct Answer: A