



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

Advanced Administration and Reporting of Contact Center Enterprise  
(CCEAAR)

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### QUESTION 1

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

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### QUESTION 2

What is the maximum bytes (Data + Variable name) per payload in a PCCE deployment?

- A. 2000
- B. 2400
- C. 2500
- D. 4800

Correct Answer: C

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/pcce/pcce\\_12\\_0\\_1/maintenance/Guide/pcce\\_b\\_admin-and-config-guide\\_120/pcce\\_b\\_admin-and-configguide\\_120\\_chapter\\_01000001.html#concept\\_D772E79F938948277C33BC5B197E2A62](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_0_1/maintenance/Guide/pcce_b_admin-and-config-guide_120/pcce_b_admin-and-configguide_120_chapter_01000001.html#concept_D772E79F938948277C33BC5B197E2A62)

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### QUESTION 3

What is the URL to access VVB Admin?

- A. <https://vvb>
- B. <https://cceadmin>
- C. <https://appadmin>
- D. <https://ccmadmin>

Correct Answer: A



#### QUESTION 4

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 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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