



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

What is the URL to access VVB Admin?

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

Correct Answer: A

QUESTION 2

What are two default roles assigned to a supervisor imported from CCE DB? (Choose two.)

- A. Value List Collection Designer
- B. Agent Supervisor
- C. Report Designer
- D. Report Definition Designer
- E. Dashboard Designer

Correct Answer: BC

QUESTION 3

Where must a Dialed Number be mapped within CCE?

- A. Call Type, which in turn points to a scheduled Routing Script
- B. Precision queue
- C. Skill group
- D. Media Server

Correct Answer: A



QUESTION 4

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 5

In PCCE 12k, what are two options to manage payloads? (Choose two.)

- A. a custom payload is created during the installation
- B. ECC Variables where Default Payload is the only option and all new ECC Variables are automatically added to the Custom Payload
- C. delete the default payload and rebuild with the same members
- D. ECC Variables where Custom payloads are added and new ECC Variables must be manually assigned to the appropriate payload
- E. a default payload is created during the installation

Correct Answer: AD

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