



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

ABC customer needs to have an External configure bridge for Mobile Agent agent greetings with an Average greeting time of 10 secs and a Mobile Agent call rate of 8 secs. What is the required number of conference bridge resources?

- A. 2
- B. 18
- C. 80
- D. 100

Correct Answer: A

QUESTION 3

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 4

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 5

What are two use cases of the PCCE Bulk Import Tool? (Choose two.)

- A. changes to an individual outbound dialer record
- B. create API usage for plugins
- C. changes to a Script record
- D. create multiple new Agents
- E. Agent Skill Groups change between shifts

Correct Answer: DE

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