



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

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
- D. CVP Reporting Server
- E. Cisco ECE Web server

Correct Answer: AB

QUESTION 2

Which two files are used to deploy Finesse custom gadgets? (Choose two.)

- A. Python
- B. CSS
- C. JSON
- D. JavaScript
- E. C++

Correct Answer: CD

QUESTION 3

Which ICM component delivers Route request to ICM Central Controller?

- A. VVB
- B. AW/HDS/DDS
- C. CUIC
- D. IVR/VRU PG

Correct Answer: C



QUESTION 4

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 5

What are two ways the Call Studio Application is built or executed? (Choose two.)

- A. VXML Server and Virtual Voice Browser execute the VXML application to provide service to the caller.
- B. Upload the Call Studio project to the Virtual Voice Browser (WB) server, where it resides as an application.
- C. The project is built using WB.
- D. The project is built using Call Studio.
- E. VXML Application can be called up via a CCE Routing Script using the Send to VRU Script node.

Correct Answer: AE

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