



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

Advanced Administration and Reporting of Contact Center Enterprise  
(CCEAAR)

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### QUESTION 1

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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### QUESTION 2

Which two call transfers are supported in PCCE Deployments? (Choose two.)

- A. SRTP Refer
- B. Release VXML Trunk Transfer
- C. CCE Managed Transfer
- D. CUCM Destination Transfer
- E. SIP Refer

Correct Answer: CE

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### QUESTION 3

Which protocol is used by CVP to communicate to VRU PG?

- A. GED-125
- B. GED-155
- C. GED-12.5
- D. GED-256

Correct Answer: B

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#### QUESTION 4

What is the URL to access VVB Admin?

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

Correct Answer: A

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#### QUESTION 5

What are two mandatory configurations for Mobile Agent to function? (Choose two.)

- A. MTP resource is not a mandatory requirement for SIP trunk, TDM, and CVP Solutions.
- B. LCP DNS as a Route pattern should be created with the destination as CUCM in PCCE SPOG.
- C. LCP DNS as a Route pattern should be created with the destination as CUCM in PCCE SPOG.
- D. Only the LCP port needs to be associated with JTAPI.
- E. Both LCP and RCP ports need to be associated with JTAPI.

Correct Answer: BE

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