



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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QUESTION 1

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 2

What is the role of CVP in UCCE/PCCE?

- A. interface between CUBE and UCCE/PCCE
- B. queuing and self-service IVR
- C. call routing brain of PCCE/UCCE
- D. plays IVR Prompts to Callers

Correct Answer: B

QUESTION 3

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



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 operations supported by the Agent Bulk Import Tool? (Choose two.)

- A. Update
- B. Create
- C. Add
- D. Subtract
- E. Replace

Correct Answer: AB

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