500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise (CCEAAR)

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QUESTION 1

Which two roles does the CUIC play in UCCE/PCCE? (Choose two.)

A. web-based reporting platform

B. real-time data reporting

C. log collection tool for PCCE

D. completes configuration changes on PCCE

E. SSH Server for SFTP

Correct Answer: AB

QUESTION 2

What are the two required parameters to increase the default logout timer in Mobile Agent nailed connection mode in CUCM? (Choose two.)

A. Enable the timer entirely.

B. Increase the Maximum Call Duration Timer setting.

C. Disable the timer entirely.

D. Increase the agent logout setting.

E. Enable the timer partially.

Correct Answer: AD

QUESTION 3

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 4

What is a distinction between Packaged CCE and Unified CCE, specifically regarding call transfers?

A. CCE deployments support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller (NIC), but PCCE does not.

B. Transfers that require Service Provider interaction via the NIC is supported by a PCCE Deployment in a 2K deployment model only.

C. PCCE deployments continue to support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller (NIC), but CCE does not.

D. Neither CCE nor PCCE deployments continue to support traditional Pre-Routing Call Flows facilitated via the Network Interface Controller (NIC).

Correct Answer: B

QUESTION 5

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

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