

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

Advanced Administration and Reporting of Contact Center Enterprise  
(CCEAAR)

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## QUESTION 1

Which two components exchange data between Expanded Call Context Variables? (Choose two.)

- A. CCE and Finesse
- B. CVP and Finesse
- C. Finesse and VXML Server
- D. CUCM and PCCE
- E. CCE and CVP

Correct Answer: BE

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## QUESTION 2

What should a Call Type be mapped to for successful call routing?

- A. Routing Client
- B. Scheduled Script
- C. Dialed number
- D. Default Label

Correct Answer: A

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## QUESTION 3

What are two ways a Database Action Element is configured in the Call Studio application? (Choose two.)

- A. JNDI name (include the jdbc/ portion)
- B. CUCM Query
- C. SQL Query
- D. JNDI Context
- E. SQL Type (Insert, Update, Single, Multiple)

Correct Answer: AC

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## QUESTION 4

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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## QUESTION 5

Where must a Dialed Number be mapped within CCE?

- A. Call Type, which in turn points to a scheduled Routing Script
- B. Precision queue
- C. Skill group
- D. Media Server

Correct Answer: A

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