



500-443^{Q&As}

Advanced Administration and Reporting of Contact Center Enterprise
(CCEAAR)

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**QUESTION 1**

What are two conditions in which PCS legs get invoked? (Choose two.)

- A. If Router Re-query is misconfigured and the Ring-No-Answer timeout expires, the caller is still transferred to the Post Call Survey DN. This can occur if a Queue node is used and Enable target re-query is checked.
- B. The Post Call Survey DN is called if the Unified CVP has received at least one CONNECT message from CCE (either from the VRU leg or the Agent's leg). Use the END node in the CCE routing script if the Post Call Survey is not required for the calls disconnected from the IVR.
- C. If Router Re-query is misconfigured and the Ring-No-Answer timeout expires, the caller is still transferred to the Post Call Survey DN. This can occur if a Queue node is used and Enable target re-query is not checked.
- D. The Post Call Survey DN is called if the Unified CVP has received at least one CONNECT message from CCE (either from the VRU leg or the Agent's leg). Use the Release node in the CCE routing script if the Post Call Survey is not required for the calls disconnected from the IVR.
- E. The correct call route is configured through the Call Manager server.

Correct Answer: AB

QUESTION 2

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 3

What is the role of a private network in UCCE/PCCE?

- A. provides configuration updates from Logger to AW
- B. keeps each side of the duplex pair in sync
- C. replicates data from PG to Router
- D. communicates with the public network



Correct Answer: B

QUESTION 4

Which two ways are Finesse gadgets deployed? (Choose two.)

- A. The host supporting gadgets must be accessible by both the Agent PC and the Finesse Server.
- B. Finesse Gadgets must be uploaded only to the primary Finesse Server.
- C. The 3rdpartygadget password and the file upload must be hosted on a separate server.
- D. Finesse Administration changes require a new login or Reset Layout in order to access changes.
- E. The file permissions only need to set for Read for Public Permissions.

Correct Answer: AD

QUESTION 5

ABC customer needs to have an External configure bridge for Mobile Agent agent greetings with an Average greeting time of 10 secs and a Mobile Agent call rate of 8 secs. What is the required number of conference bridge resources?

- A. 2
- B. 18
- C. 80
- D. 100

Correct Answer: A

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