



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

Advanced Administration and Reporting of Contact Center Enterprise  
(CCEAAR)

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### QUESTION 1

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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### QUESTION 2

Which device access is needed to manage agent phones for UCCE/PCCE?

- A. CUCM Admin
- B. CCE Web Admin tool
- C. Config Manager tool
- D. Finesse Admin

Correct Answer: A

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### QUESTION 3

What are two steps to enable database access on a CVP VXML Server to implement Database lookup using VXML? (Choose two.)

- A. Clear the database for duplicates.
- B. Restart the Tomcat service on SQL Server.
- C. Install a compatible ODBC driver.
- D. Add the JNDI Context configuration.
- E. On an SQL Server, create an SQL user for JNDI reference.

Correct Answer: DE

Reference: <https://www.orourke.tv/web/doku.php?id=vendors:cisco:uc:cvp:jndi->

cvp#:~:text=%20Enable%20database%20access%20on%20your,database%20connection%20to%20the%20context.

#### QUESTION 4

Which two nodes on the PCCE/UCCE script are responsible for routing calls to the VRU? (Choose two.)

- A. Run VRU Node
- B. Send to VXML
- C. GS,Server,V
- D. Send to VRU
- E. CUCM

Correct Answer: DE

### QUESTION 5

What are two descriptions about web page accesses for a CUIC user or administrator? (Choose two.)

- A. The “Admin” page or OAMP site is used for the daily “admin.”
- B. The day-to-day admin tasks regarding users, security, and reports will be done on the reporting page.
- C. The Web URLs or pages are available for access, “Admin” page, “System” page, and a Reporting page.
- D. There is a limited view of activities based on agent size.
- E. The default user is defined upon installation of software and can be used to login to either page initially to perform the integration.

Correct Answer: BC

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