



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 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

QUESTION 3

What are two ways to access UCCE/PCCE Servers? (Choose two.)

- A. ICA
- B. Web browser to access Web Administration tool
- C. RAW
- D. Secure Shell (SSH) v1
- E. Microsoft RDP

Correct Answer: BD



QUESTION 4

What are two use cases of the PCCE Bulk Import Tool? (Choose two.)

- A. changes to an individual outbound dialer record
- B. create API usage for plugins
- C. changes to a Script record
- D. create multiple new Agents
- E. Agent Skill Groups change between shifts

Correct Answer: DE

QUESTION 5

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

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