



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

Advanced Administration and Reporting of Contact Center Enterprise  
(CCEAAR)

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### QUESTION 1

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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### QUESTION 2

Which two data sources are created in CUIC by default once the installation is completed? (Choose two.)

- A. CUIC Data Source
- B. Live Data Streaming Data Source
- C. Real-Time Streaming Source
- D. HDS Data Source
- E. CVP Reporting Data Source

Correct Answer: AB

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### QUESTION 3

When an explicit or implicit Send to VRU node is encountered, a default Label is returned to CVR This Label, along with a unique correlation ID, is delivered to CVR The CVP delivers this string via SIP invite to the Virtual Voice Browser (WB). At this point, which two actions does the WB take? (Choose two.)

- A. The WB will check if a media server is set up or not.
- B. The WB will drop the call.
- C. The WB will ask the ICM script for instruction.
- D. The comprehensive WB script will initiate an RTP session between the Ingress Gateway and an allocated WB
- E. It invokes a comprehensive application in the Virtual Voice Browser.

Correct Answer: CD

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#### QUESTION 4

What are two operations supported by the Agent Bulk Import Tool? (Choose two.)

- A. Update
- B. Create
- C. Add
- D. Subtract
- E. Replace

Correct Answer: AB

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#### QUESTION 5

When an Agent's status turns Ready, which two components help notify the CCE Router about this new status? (Choose two.)

- A. SPOG
- B. Agent PG/CTIServer
- C. AW DB
- D. IDS
- E. Finesse

Correct Answer: BE

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