



# 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 is the URL to access VVB Admin?

- A. <https://vrb>
- B. <https://cceadmin>
- C. <https://appadmin>
- D. <https://ccmadmin>

Correct Answer: A

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### QUESTION 3

What are two descriptions for JNDI? (Choose two.)

- A. a method for querying and updating data in a database
- B. designed to be independent of any specific directory service implementation so a variety of directories can be accessed
- C. a script that provides call routing
- D. an API that defines how a client may access a database
- E. an API that provides naming and directory functionality to applications

Correct Answer: BE

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#### QUESTION 4

What are two requirements for MTP configuration in Mobile Agent? (Choose two.)

- A. Hardware-based MTPs in Cisco IOS gateway is cost-efficient than software-based MTPS in Cisco IOS gateway.
- B. Synchronization between servers and clients is needed.
- C. CTI ports use out of band DTMF, and SIP trunks use RFC2833 in-band DTMF.
- D. MTP resource is required to convert mobile agent out of band and CVP in-band signaling.
- E. Software-based MTPs using the Cisco IP Voice Media Streaming Application is supported.

Correct Answer: CD

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#### QUESTION 5

What is the role of CVP in UCCE/PCCE?

- A. interface between CUBE and UCCE/PCCE
- B. queuing and self-service IVR
- C. call routing brain of PCCE/UCCE
- D. plays IVR Prompts to Callers

Correct Answer: B

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